

1. INTRODUCTION

1.1 About the System

The Online Guarding system offers a live real-time monitoring solution of your personnel. You can view the status of sites from the virtual control room and respond accordingly.

Supervisors can see what action has been taken and respond themselves via the phone app. If real time is not what you want but prefer daily reports automatically delivered to your inbox, there are multiple report types to choose from. The system can be set up by your distributor or yourself if you choose.

1.2. System Requirements

- A computer or device which runs a web browser.
- PDF reader (optional) viewing reports

Note: Not compatible with Internet Explorer browser.

1.3 Accessing the System

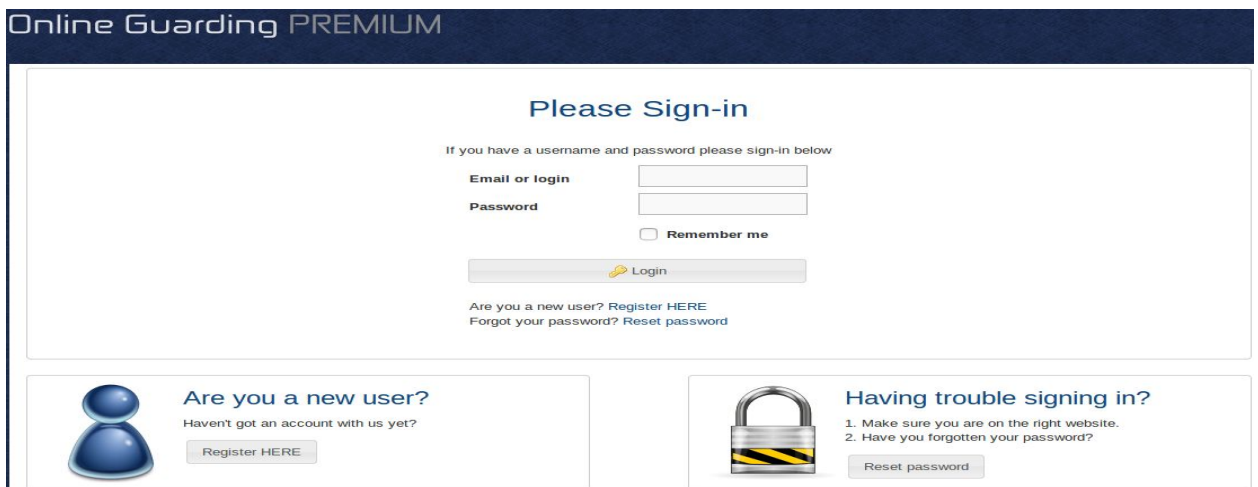
1. To access the system, use a web browser on your computer or device which runs a web browser e.g. Google Chrome/Microsoft Edge/Safari/etc.
2. Enter the following address <http://www.onlineguarding.co.za> in your browser
3. **Login** with your account credentials register if its first time.

2. INITIAL REGISTRATION

2.1 Initial Profile registration

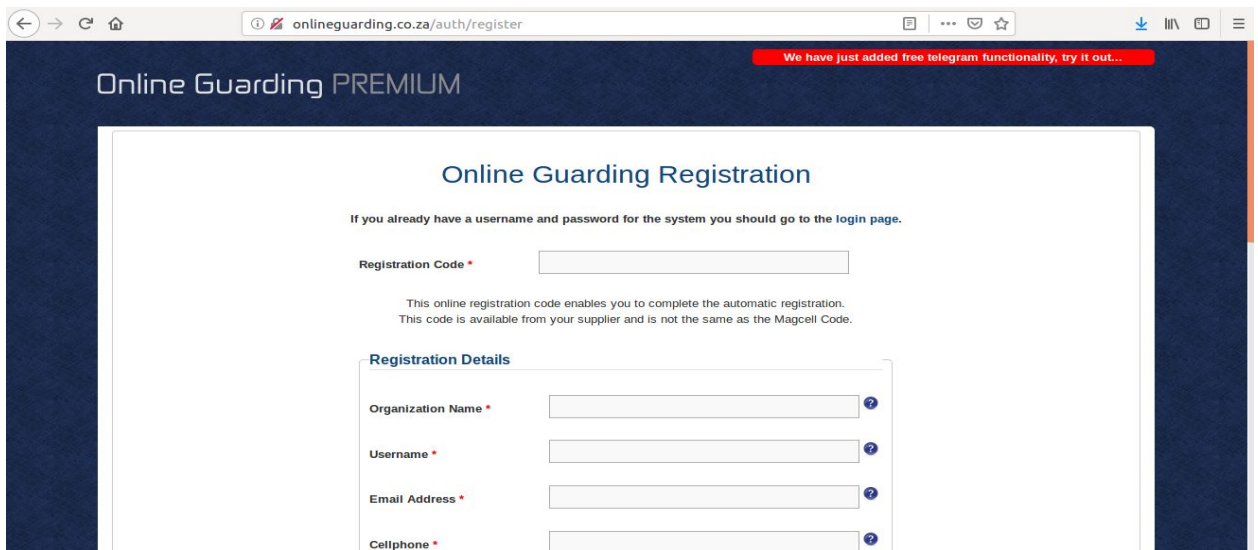
The initial registration on the system allows a company or organisation to register for the first time. To complete this registration you will need to have bought the starter pack from a distributor. The distributor will give you a **Registration Code** that will be needed in order to be able to register the company.

2.1.1 Registering for the first time



The screenshot shows the 'Please Sign-in' page. At the top, it says 'Please Sign-in' and 'If you have a username and password please sign-in below'. There are input fields for 'Email or login' and 'Password', a 'Remember me' checkbox, and a 'Login' button. Below the login form, there are links for 'Are you a new user? Register HERE' and 'Forgot your password? Reset password'. At the bottom, there are two boxes: 'Are you a new user? Haven't got an account with us yet? Register HERE' and 'Having trouble signing in? 1. Make sure you are on the right website. 2. Have you forgotten your password? Reset password'.

Click **Register HERE** > Fill in the form below;



The screenshot shows the 'Online Guarding Registration' page. At the top, it says 'Online Guarding Registration' and 'If you already have a username and password for the system you should go to the login page.' There is a 'Registration Code' input field. Below it, there is a note: 'This online registration code enables you to complete the automatic registration. This code is available from your supplier and is not the same as the Magcell Code.' There is a 'Registration Details' section with input fields for 'Organization Name', 'Username', 'Email Address', and 'Cellphone', each with a help icon.

Please Note:

- **Registration Code** is provided by the distributor or supplier on purchase.
- Use valid **Email Address(es)**.
- **Check help next to site if you have multiple sites.**
- The **Magcell Code** is found on the inside of the *Suga Blu* baton.



2.2 Adding extra emails for automated reports

There are 2 reports that you subscribe to by specifying email address(es) to receive the reports automatically from the system everyday i.e Detailed Clocking and Overview Clocking reports. The email address used above will automatically get the reports.

All email addresses entered on the initial registration page will automatically receive 2 reports from the system for each site everyday, Detailed Clocking and Overview Report. To get extra email addresses receiving the reports, follow the below instructions. Additional sites added have to be configured to receive the preferred reports as outlined within this manual in sections to follow.

2.2.1 How to add emails to receive reports?

1. Click **Number of additional email addresses** drop down menu

Automated Reports

Detailed Clocking and Overview Clocking reports will be emailed to the following email addresses at 9:00 everyday.

Number of additional email addresses *

None ▲

None ▲

1

2

3

4

5

ster

2. Select **number of email addresses** > Enter **Emails** in the blank fields

Automated Reports

Detailed Clocking and Overview Clocking reports will be emailed to the following email addresses at 9:00 everyday.

Number of additional email addresses *

Email Addresses *

Please Note: All fields marked with * are required fields.

2.3 Profile Users

2.3.1 Activating your System Account

1. When you register a new email address you will receive an email from the server for activation. In the email click the **Finish Registration** link or copy the link provided and paste it in your web address bar in your internet browser.

Note: If you cannot find the email in your email inbox please also check your SPAM folder. If you can't find the email, login, go to the user profile and, Click resend activation email.

3. If you do not register your email address, the system will not send any emails to you.

2.3.2 Create a User Account

Every person that needs access to the site should be a user on the system. There are various roles that can be assigned to a user on the system and each has a different level of access to the system.

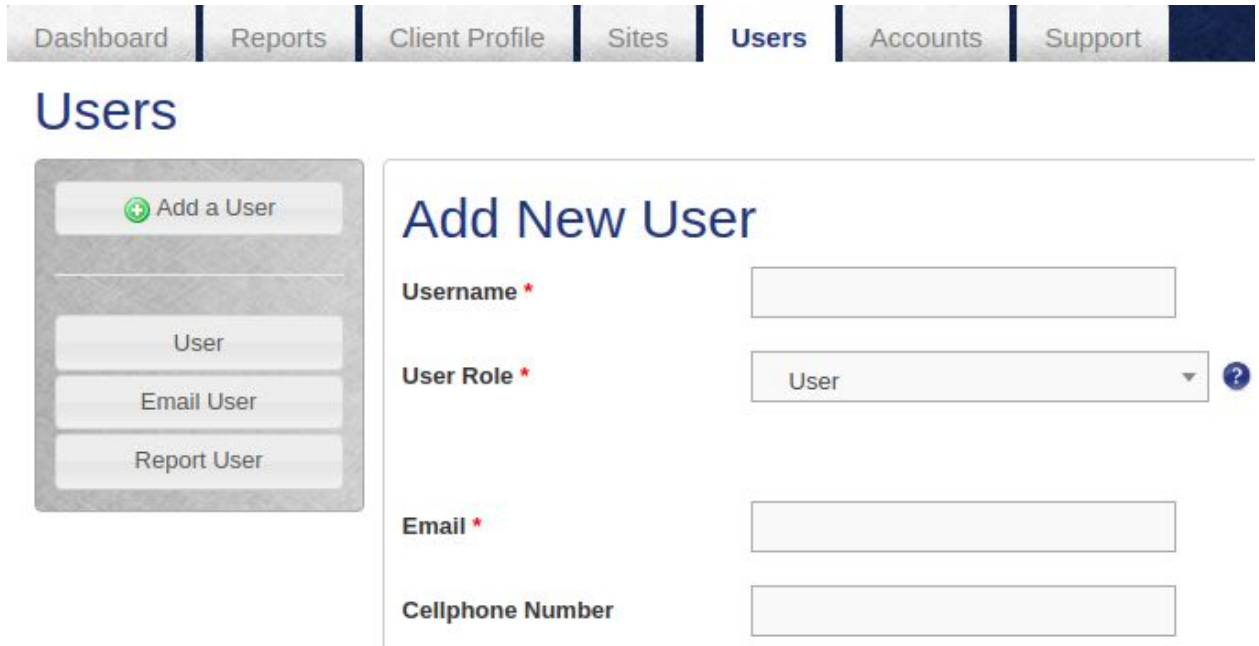
A **User** is assigned to a single profile and **ONLY** has access to its sites.

An **Email User** is a user account who can ONLY receive automated emails.

A **Report User** is assigned to a single client and can only access reports for the sites. These users can also be limited to only see specific reports by going to the "edit user" page.


A **Virtual Room Control** user has access to the VCR to monitor events happening and handle or notify responsible person to act.

Click **Users** >  **Add a User** and fill the form below



Dashboard | Reports | Client Profile | Sites | **Users** | Accounts | Support

Users

 Add a User


User

Email User

Report User


Add New User

Username *


User Role * 

Email *

Cellphone Number

Choose the appropriate **User Role**, Click  for more details.
Note: All fields marked * are required

2.3.3 Making Changes to a User Account

1. Click on **User** tab
2. Look for the user or type in the username into the search field
3. Click  to edit the user.
4. Save your changes.

2.3.4 How to Recover a Forgotten Password

1. Enter the system address <http://www.onliguarding.co.za> in your internet browser address bar and press ENTER.

Please Sign-in

If you have a username and password please sign-in below

Email or login

Password

Remember me

Are you a new user? [Register HERE](#)

Forgot your password? [Reset password](#)



Are you a new user?

Haven't got an account with us yet?

[Register HERE](#)



Having trouble signing in?

1. Make sure you are on the right website.
2. Have you forgotten your password?

[Reset password](#)

Click either **Reset password** link or Reset password button and enter your valid email address or username for your account.


Enter the email address that corresponds to your account and follow the instructions

3. SITES


3.1 Multiple Sites

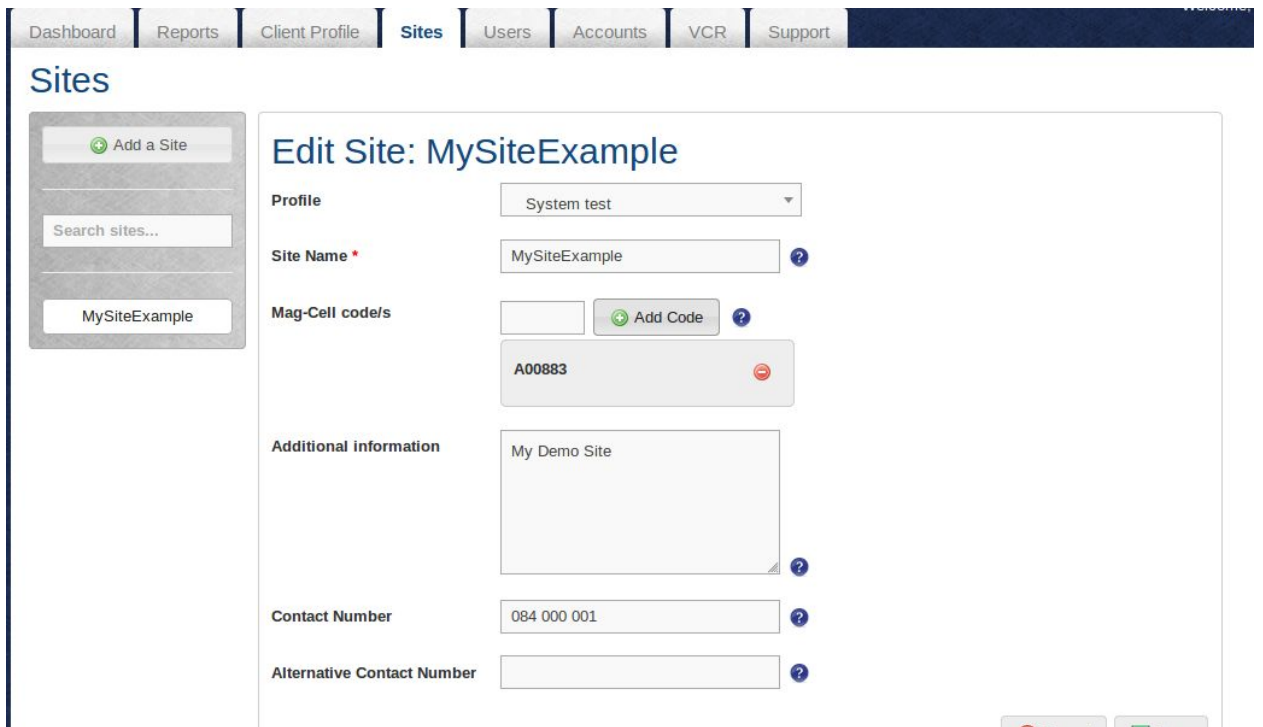
When you registered, a site was created for you. If you have more than one site follow the below instructions to add them.

3.1.1 How to Add a Site

Select **Sites** >  **Add a Site**

Fill in the form to create your site.

Take note to **Click**  **Add Code** after entering your **Mag-Cell code**
If the site is to have more than one magcell, enter the code(s) again & add



The screenshot shows the 'Edit Site: MySiteExample' form. The form is titled 'Edit Site: MySiteExample' and is part of a 'Sites' management interface. The interface includes a navigation bar with 'Dashboard', 'Reports', 'Client Profile', 'Sites', 'Users', 'Accounts', 'VCR', and 'Support'. The 'Sites' section is active. On the left, there is a sidebar with 'Add a Site', a search bar, and a list of sites including 'MySiteExample'. The main form has the following fields:

- Profile:** System test
- Site Name:** MySiteExample
- Mag-Cell code/s:** A00883
- Additional information:** My Demo Site
- Contact Number:** 084 000 001
- Alternative Contact Number:**

It is advisable to use the additional information section to put site physical address address, site specific information especially information like the confirmation password.

Sites

[Add a Site](#)

Search sites...

MySiteExample

MySiteExample

[Edit Site](#) [Delete Site](#)

Last Signal: Never
Site Code/s: A00883 Never
Description: My Demo Site
Telephone: 084 000 001

- Clocking Points No Points Imported
- Automated Emails
- Patrols
- SMS Alerts & Reports Not Setup
- Telegram Alerts & Reports
- Virtual Control Room

Note: No points have been imported i.e. no points added at this point

3.1.2 Modify Site Information

Sites > Search or Select **Your Site Name** > Click  **Edit Site**

3.2 Clocking Points

Clocking points are the points that need to be clocked with a baton. Generally they are placed along the guards patrol path. Each point has a unique serial number which makes it identifiable. The system allows you to give them custom names to make reports easier to read.

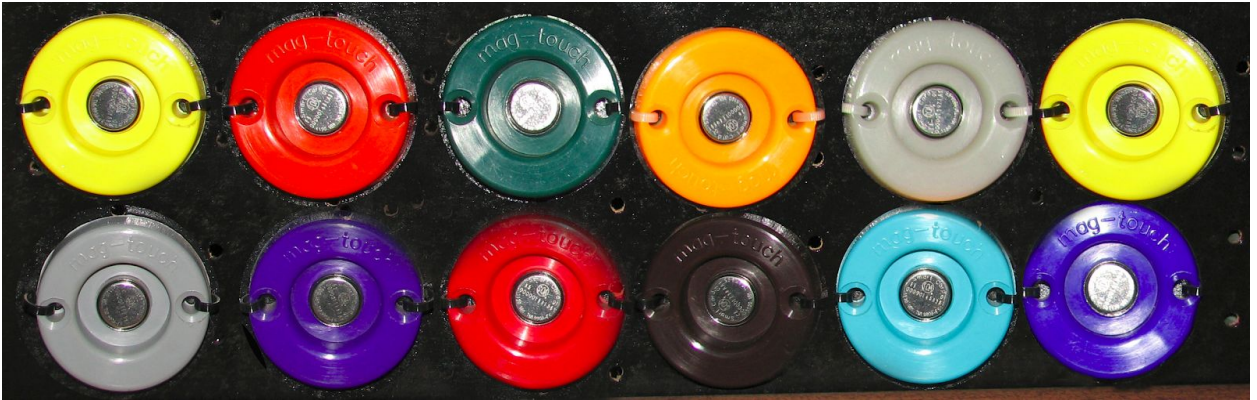
When batons are uploaded, the points they have clocked will automatically be imported into the system.

Points can be sorted by code or name by clicking on the heading, or points can be dragged and dropped into a specific order.

3.2.1 Add Clocking Points to a Site

To get clocking points for your site:

1. Images showing the ID points which will be clocked.




2. Use the Suga Blu baton to clock the ID points:



3. The ID points will automatically be added to the site to which the baton belongs.

3.2.2. Renaming ID points

1. Click **Client profile > Clocking Points**
2. Click the **Point group** to expand it
3. Check/Tick the checkbox against the point you want to rename
4. Next Click the  pencil to **edit**.

Note: Points are added in the order they are clocked or if one wants to change order you drag'n drop to the position wanted.

3.2.3 Point Groups

To make managing points easier, you may want to divide your points into groups (e.g: Backyard, North West corner, Water tank and the Garage will make up a group called **North Group**). You can also sort points to be displayed in a certain order.

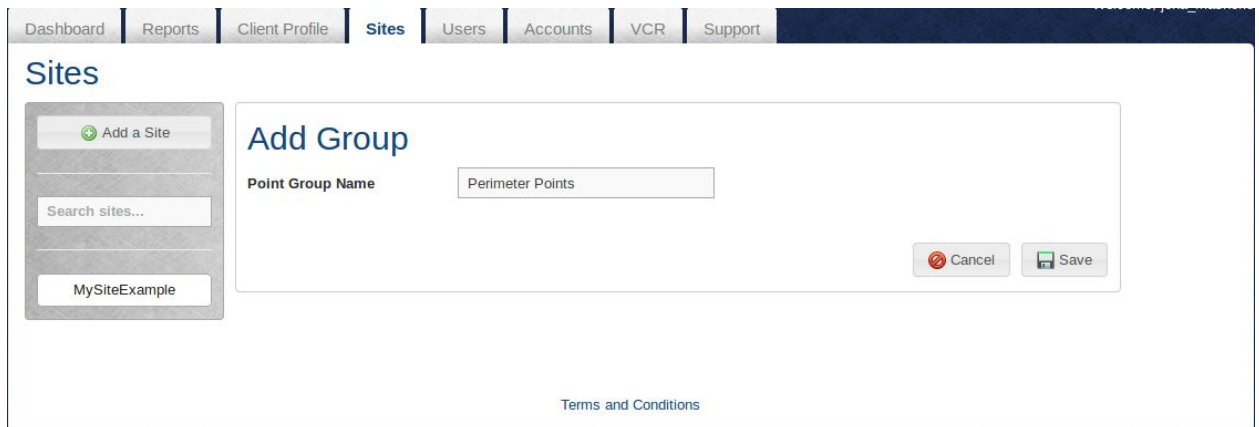
Points can be grouped differently depending on your site requirements. This helps with setting patrols and information display on reports.

Group points

To make managing points easier, create a new point group and simple drag 'n drop the point into the new group. You can sort points to be displayed in a certain order.

Note: The 'wall point' group name cannot be changed, only point groups you created can be renamed..

1. Under **Client profile > Clocking Points**
2. Select **+ add Point Group & Add your point group name as below**



The screenshot shows a web application interface with a navigation bar at the top containing 'Dashboard', 'Reports', 'Client Profile', 'Sites', 'Users', 'Accounts', 'VCR', and 'Support'. The 'Sites' section is active. On the left, there is a sidebar with 'Add a Site' (with a plus icon), a search box labeled 'Search sites...', and a site entry 'MySiteExample'. The main content area is titled 'Add Group' and contains a form with a label 'Point Group Name' and a text input field containing 'Perimeter Points'. At the bottom right of the form are 'Cancel' and 'Save' buttons. At the bottom center of the page is a link for 'Terms and Conditions'.

3.2.4 User points

These are points that are assigned to individuals for accountability and administration. For example, guards can have a point assigned to them to account for when they report for work and end a shift or a supervisor, when they make site visits, clocks his point to a baton at site which will show proof or report actual site visits.

Note: User points do not belong to a site and will be shown under the client profile tab.

Click **Client profile** tab > **Clocking points**

Open the group to which the point currently belongs

Example,

I want to assign a point named guard belonging to Site Points Under MyExampleSite as shown;

▼ Clocking Points

Drag 'n drop points to groups or to change the order in which they will appear

- ▶ Unassigned (10)
- ▶ Alert Points (2)
- ▼ Site Points - MySiteExample (8)
 - ▼ Wall Points (6)

<input type="checkbox"/>	Code	Name
<input type="checkbox"/>	5203A9	Car park
<input type="checkbox"/>	⚠ 389A14	Guard Room
<input type="checkbox"/>	012BA6	Generator Area
<input type="checkbox"/>	38A27E	East-Admin block
<input type="checkbox"/>	51741D	Supervisor
<input checked="" type="checkbox"/>	5221DE	Guard
 - ▶ Example (1)

Select Action ▼ Update

Click the **Checkbox** that corresponds to your point to change

Then Click Select Action drop down

▼ Site Points - MySiteExample (8)

(6)	
	Name
	Car park
	Guard Room
	Generator Area
	East-Admin block
	Supervisor
	Guard

1)

Select Action Update

Click Assign As User > Click Update

Note: Your user point will now only appear under **Clocking points** in your profile and not under a specific site but will now belong to client profile.

The resulting changes will be as below, after expanding the User Points group.

▼ Clocking Points

Drag 'n drop points to groups or to change the order in which they will appear on report

▶ Unassigned (10)

▼ User Points (1)

<input type="checkbox"/>	Code	Name
<input type="checkbox"/>	5221DE	Guard

Select Action Update

▶ Alert Points (2)

▶ Site Points - MySiteExample (7)

3.2.5 Alert Points

An alert point is a point on a site that is created on the guard's patrol route but not clocked under normal patrols. The alert point is only clocked if an event that has been triggered or for a site request, for example, in a panic or duress situation or request a callback. The point should be labelled on the system to depict the action/event that would have happened.

How to create an Alert Point

Click **Sites** tab > Select **Your site** > **Clocking Points** > **Point Group** > **ID/ Point name**>Click the checkbox on the point>Click **Select Action**>Choose **Set as Alert and Update**.

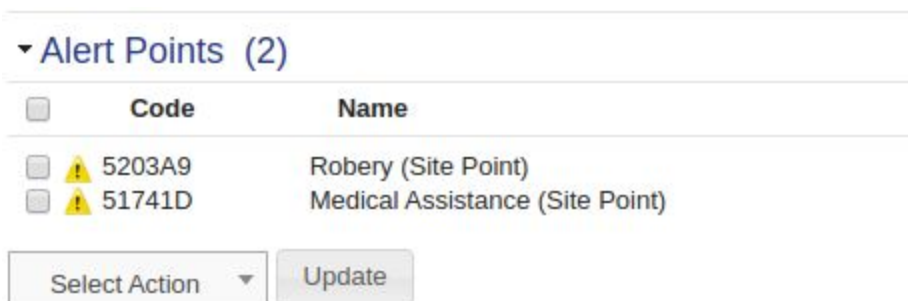
Example,

Click **Sites** > **MySiteExample** > **Clocking Points** > **Wall Points** > Select **Medical Assistance**>**Set Alert Point**>**Update**.



Alert Points

Alerts are found under alert point group.



3.3 Automated Emails


There are two types of automated emails, Profile mailers & Site mailers.

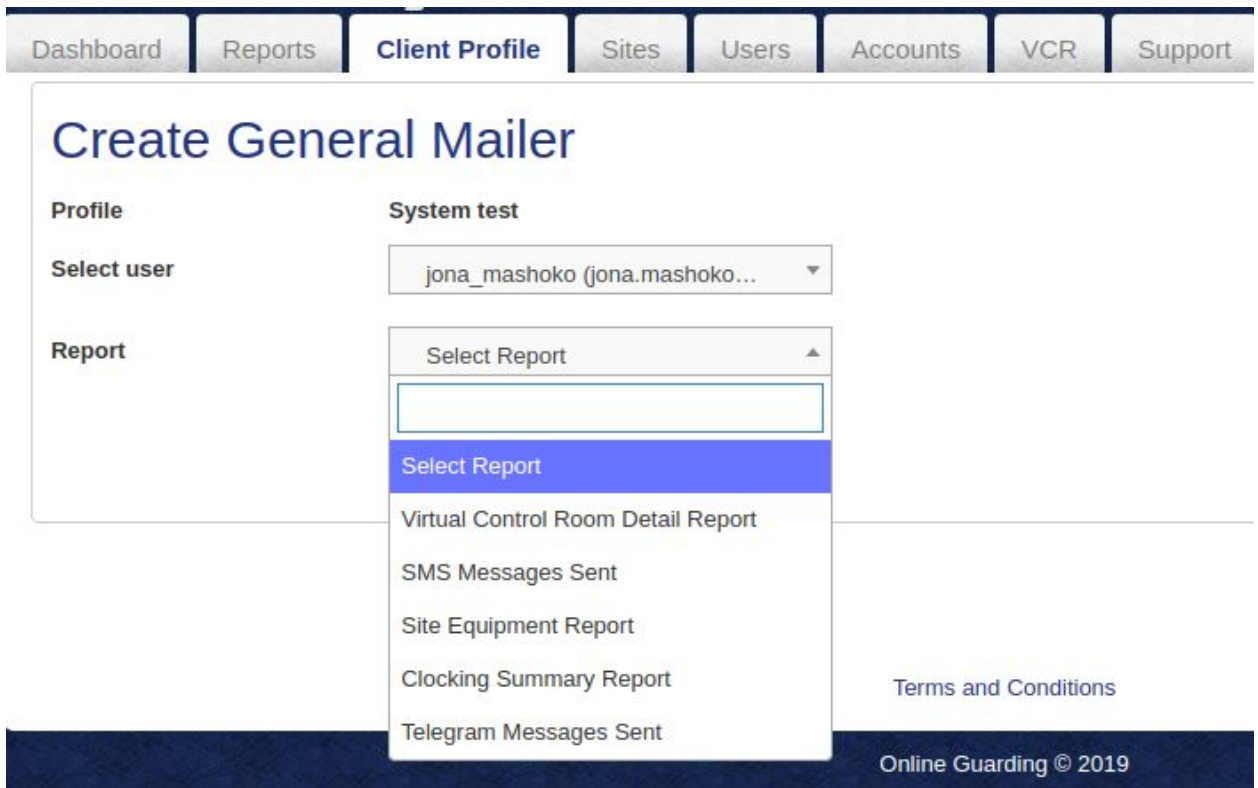
The profile mailer is setup/added to receive automated emails for all sites under the profile while the Site mailers are specified for certain sites only. Eg. an operations manager would be setup for all sites and a supervisor to a site(s).

Note: On registration you are automatically set up to receive emails but when adding new sites, you need to add what types of email reports you receive.

3.3.1 Adding Automated Email Reports

Click **Client Profile > Automated Emails**

Setup Profile mailers Click  **Add Automated Report Email**
Next, Select **User & Report** type



Dashboard Reports **Client Profile** Sites Users Accounts VCR Support

Create General Mailer

Profile **System test**

Select user jona_mashoko (jona.mashoko...)

Report Select Report

- Select Report
- Virtual Control Room Detail Report
- SMS Messages Sent
- Site Equipment Report
- Clocking Summary Report
- Telegram Messages Sent

[Terms and Conditions](#)

Online Guarding © 2019

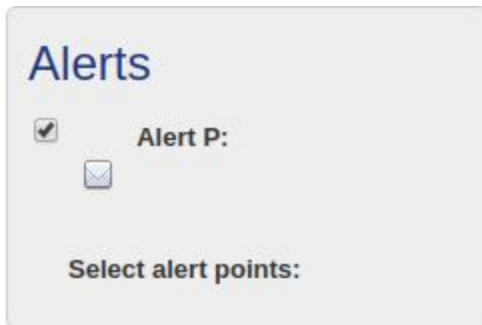
3.3.2 How to Manage Automated Email Alerts for Profile Mailer

Click **Client Profile > Automated Email > Profile mailers**

Go to the **User email** and Click  to edit

Or Click on  **Manage Automated Alert Mail**

Click on checkbox to **enable/disable** receiving email alerts



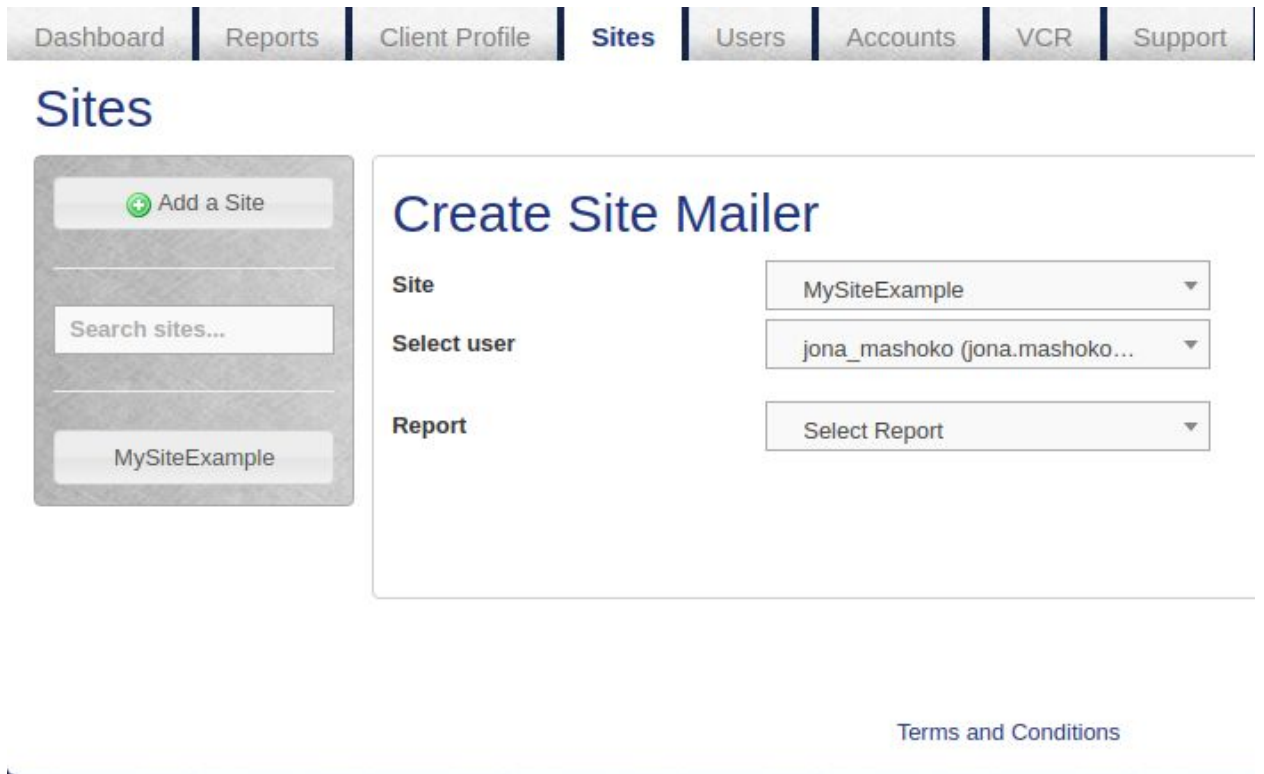
The image shows a panel titled "Alerts". At the top left, there is a checked checkbox. Below it is a label "Alert P:" followed by an unchecked checkbox. At the bottom of the panel, there is a text label "Select alert points:".

3.3.3 How to Add Automated Email Reports for Site Mailers

Click **Client Profile > Automated Emails**

Under **Site mailers** Click  **Add Automated Report Email**

Next, Select **Site, User & Report** type



The screenshot shows a navigation bar with the following items: Dashboard, Reports, Client Profile, Sites (highlighted), Users, Accounts, VCR, and Support. Below the navigation bar is a section titled "Sites". On the left side of the "Sites" section, there is a sidebar with a button "Add a Site" (with a plus icon), a search box "Search sites...", and a list item "MySiteExample". The main content area is titled "Create Site Mailer" and contains three dropdown menus: "Site" (selected: MySiteExample), "Select user" (selected: jona_mashoko (jona.mashoko...)), and "Report" (selected: Select Report). At the bottom right of the page, there is a link "Terms and Conditions".

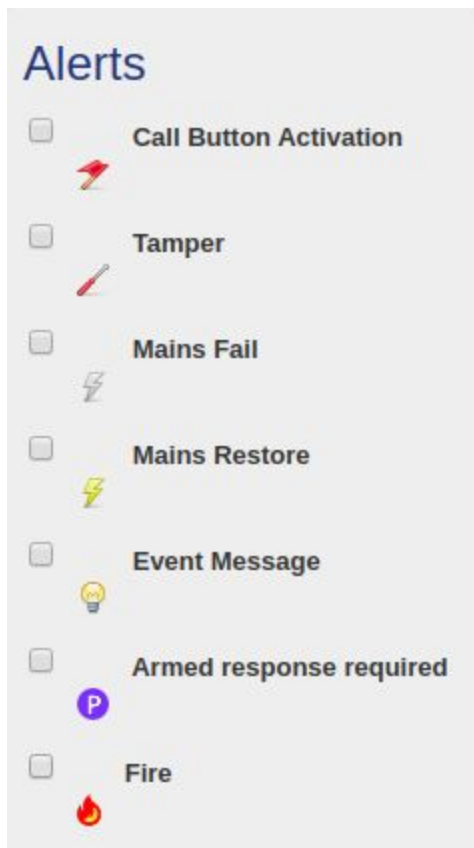
3.3.4 How to Manage Automated Email Alerts for Site Mailers

Click **Client Profile > Automated Email > Site mailers**

Go to the **User email** and Click  **to edit**

Or Click on  **Manage Automated Alert Mail**

Click on checkbox to **enable/disable** alerts to include on email



3.3.5 Signal Meanings

Call Button Activation

- This is a request by the guard to call him. This alert is triggered when an ID point set as Call Back Button has been clocked from a site.

Tamper

- This could be for one or all of the following reasons. - The unit has been opened - The unit has been wet - The unit has been damaged Check if a technician is on

site, if not, a supervisor needs to be sent to site to investigate immediately (depending on the situation). A technician might have to look at the unit to make sure nothing has gone wrong.

Mains fail

- The unit is now running on battery power. Has the unit been unplugged, if so why? Has mains power been cut? This can be the precursor to something bigger if nothing is done about it.

Mains Restore

- No longer running on battery, same questions should be asked as with the mains fail.

Armed Response required

- This could be required when the guard on site requires more manpower and resources to respond to intruders or for assistance to handle a situation at site.

Fire

- This is an alert communication in the event of a fire break-out, which can be sent to the central command, site owners and the fire department having clocked an assigned point on site.

Event Message

- Events happening at site can be categorised and points assigned when clocked it will be a form of confirmation that the event has taken place and appropriate personnel are notified.

Medical Emergency

- This ensures the safety of staff at a site as human life is of top priority. The system allows a point to be set aside on a site as a point to be clocked when there is a need for medical assistance or incapacitation due to illness.

3.4 Patrols

Here you can setup multiple patrols for a specific or multiple sites that are monitored automatically by the system. Alerts for an event monitored will be sent through email and/or telegram depending on your preferences. If one patrol setup will not work for your situation you can add more to cover all the different possibilities.

3.4.1 Patrol signals

Failed patrol

- The guard has not come back from patrol in the allotted time, or they have come back but have clocked less than half the points. Is the guard sleeping? Has something happened to the guard on route? Was the guard delayed in some way?

Missed point

- The guard has missed one or more points. Are some of the points damaged? Is the guard not clocking points correctly? Is the guard purposely missing the points furthest away?

Incomplete patrol

- The guard has to come back to the unit with points missing from the patrol. The guard has however been notified of this and might have enough time to correct it. (this might need to be filtered in a big control room). This will be communicated to the guard from the control centre or management to take corrective action.

Patrol OK

- The patrol was done ok. (this might need to be filtered in a big control room).

Patrol too fast

- The patrol was done too fast. Patrols are normally done over a fixed period. If the guard runs the patrol so as to have more time to rest in the guard house you would get this message. Eg 10 points need to be clocked in one hour. Normally you would want the points to be done over the whole hour and not all in the first 5 mins.


Patrol irregular

- The point times were irregular. Most sites require points to be clocked at regular intervals if the guard runs and clocks the first 9 points in the first 5 mins and then waits 50 mins to clock the last one you would get this signal.

Time between points

- The guard needs to clock a different point every X mins. Has something happened to the guard since the last signal?

3.4.2 Setting up a Patrol

Go to **Client profile > Patrols >  Add Patrol**
Next, **Select** the parameters settings for the patrol

Add Patrol

Site *

Patrol Name *

Patrol Round *

Start Time *

End Time *

Monitor Patrol Too Fast

Monitor Time Between Points

Enable Public holiday exception

Days when patrolling...

Everyday

Weekdays

Weekends

Advanced Setup

Patrol Points

All Wall Points
This will include any new wall points. User points will not be included.

Disable live patrol analysis [What is this?](#)

Note: If you do not specify a particular site, the patrol will be applied to **ALL** sites

Manual point selection is not recommended as you will have to edit the patrol if you change the points later.

3.4.3 Change Patrol Settings

Go to **Client profile > Patrols**

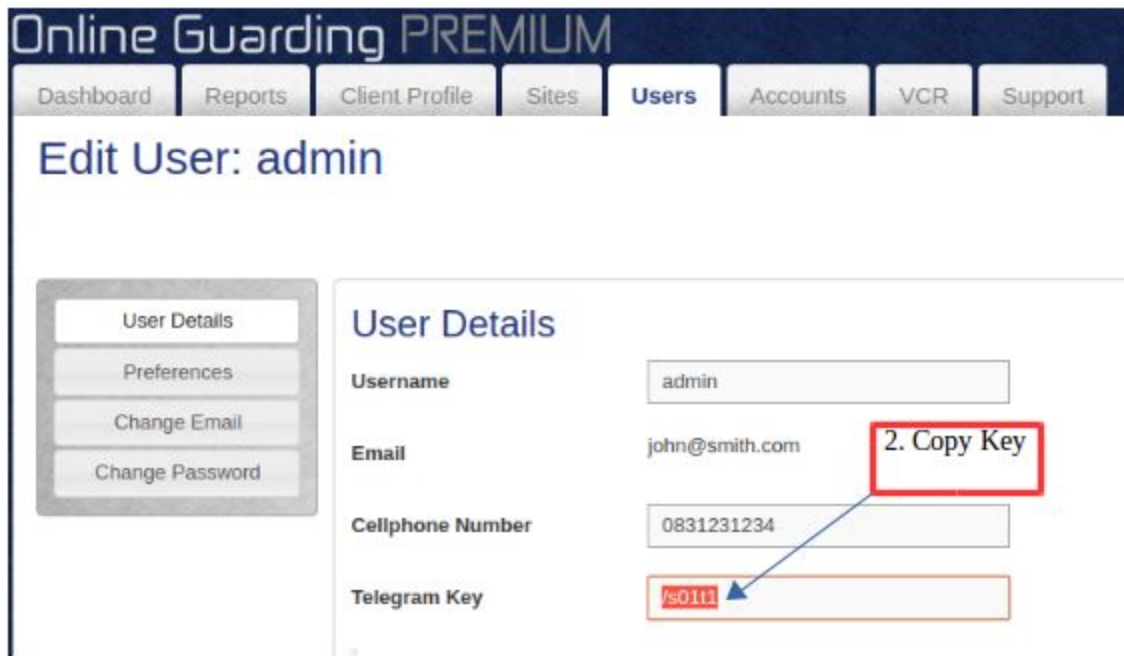
Under Patrols go to the Patrol & Click  to edit

3.5 Telegram & Alerts

Use the Telegram messenger app for instant SMS alerts free of charge. Available from the app store for mobile devices or alternatively use the desktop and/or the web version in your browser for computer use.

3.5.1 Instructions to Set Up Telegram

1. Click **Profile** (top right corner next to your username)
2. Copy telegram key, see example



Online Guarding PREMIUM

Dashboard Reports Client Profile Sites **Users** Accounts VCR Support

Edit User: admin

User Details

Preferences

Change Email

Change Password

User Details

Username: admin

Email: john@smith.com

Cellphone Number: 0831231234

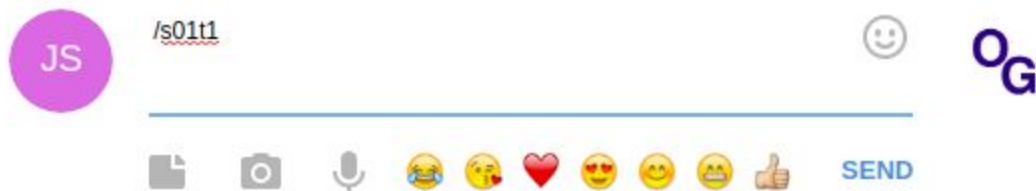
Telegram Key: /s01t1

2. Copy Key

3. Open your telegram app on your device
4. Search for **Onlineguarding**



5. Enter the KEY in point 2 & then send

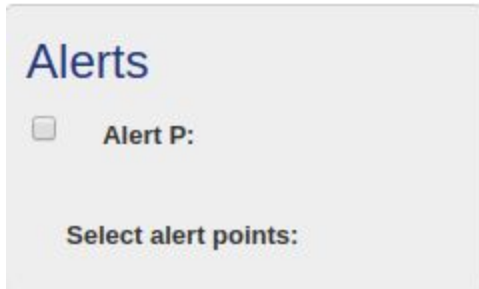


Next set up Telegram alerts in the system;

1. Click **Client Profile > Telegram Alerts & Reports.**
2. Select **Manage Telegram-Alerts Points** or **Manage Telegram-Site Alerts.**
3. Set your alert preferences

3.5.2 How to Set Alert Points in Telegram

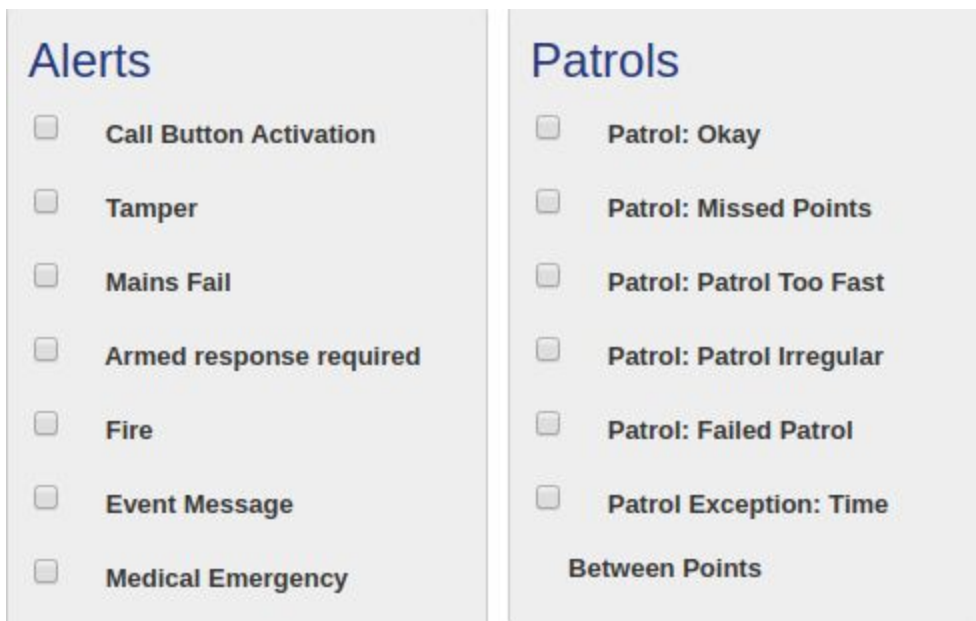
1. Select **Client Profile > Telegram & Alerts**
2. Under **Telegram & Alerts** Click **+ Manage Telegram-Alerts Points**
3. Choose **User**, by **Default** the logged in user account is selected



Select the **Alert Points** to send alerts through telegram e.g a panic alert point

3.5.3 How to Manage Site Alerts in Telegram

1. Select **Client Profile > Telegram & Alerts**
2. Under **Telegram & Alerts** click **+ Manage Telegram-Alerts Points**
3. Choose **User**, by **Default** the logged in user account is selected



Select the **Alerts & Patrol** events by clicking the **Checkbox** to receive telegram alerts

3.6 Virtual Control Room(VCR)

The virtual control room allows you to view the events happening on the system in real time.

Please note that events will only show up while a user is logged into a VCR. Events that have come through to a VCR but were not handled will remain in the VCR until they are handled by a user.

Events that would be taking place while no one is logged to the VCR will be sent as notifications through SMS or email depending with your system setup. Also these events can be viewed in the reports section.

3.6.1 View Events in VCR

Click **VCR** tab

The screenshot shows the Virtual Control Room interface. At the top, there is a navigation bar with tabs: Dashboard, Reports, Client Profile, Sites, Users, Accounts, **VCR**, and Support. Below the navigation bar, the title 'Virtual Control Room' is displayed. A warning icon (yellow triangle with an exclamation mark) is visible on the right side. Below the title, there is a brief description: 'The virtual control room allows you to view the events happening on the system in real time. Please note that events will only show up while a user is logged into a VCR. Events that have come through to a VCR but were not handled will remain in the VCR until they are handled by a user.' Below this, there is a table with columns: Date, Site, Event, Priority, Notes, and a 'Handle' button. The table contains two rows of data, both showing 'Patrol: Failed Patrol' events with a 'HIGH' priority and '0/17 points clocked for Standard Patrol'.

Date	Site	Event	Priority	Notes	Handle
2019-11-05 12:15:01	MySiteExample	Patrol: Failed Patrol	HIGH	0/17 points clocked for Standard Patrol	Handle
2019-11-05 12:00:03	MySiteExample	Patrol: Failed Patrol	HIGH	0/17 points clocked for Standard Patrol	Handle

3.6.2 VCR Dashboard

Control Room

- This is a window which shows all the events that have been triggered from site(s). The events shown are still open though some could have been handled though some have been handled but are waiting final action or feedback

Automatically Handled

- These are events that are setup using filters not to appear on the dashboard and will be handled by the system e.g. a Patrok Ok event.

Filters

- Filters allow viewing events in the Control Room to a particular site and/ or event. The system enables one to filter results using site name or event type.

3.6.3 Handling VCR Events

Click **Handle** for the event

The screenshot shows the 'Virtual Control Room' interface. On the left, there is a 'Control Room' tab with a notification badge '2' and a table of events. The table has columns for 'Date' and 'Site'. One event is highlighted in yellow: '2019-11-05 12:15:01' at 'MySiteE'. A 'Details' modal window is open, displaying the following information:

- Site Name:** MySiteExample
- Site Description:** My Demo Site
- Site Contact:** 084 000 001
- Alternative Contact:**
- Event Type:** Patrol: Failed Patrol
- Additional Information:** 0/17 points clocked for Standard Patrol
Missed points: C, D, E, F, Supervisor, User, A, Point 9, Point 10, Point 11, Point 12, Point 13, Point 14, Point 15, Point 16, Point 17, Point 18
- Priority:** HIGH (indicated by a red circle icon)
- Patrol Name:** Standard Patrol
- Start Date:** 07:00
- End Date:** 16:00
- Patrol Round:** 15 min
- Days:** Weekdays

On the right side of the interface, there is a yellow warning triangle icon and a 'Handle' button for the event.

You can see the alert type and any information pertaining to dealing with the event. You can choose to add **Notes** & keep event open, or click handle to close it.

This screenshot shows the same 'Details' modal window, but with the 'Notes' section expanded. The 'Notes' section has a text input area and a 'Save Note and Keep Open' button. At the bottom of the modal, there are three buttons: 'Cancel', 'Save Note and Keep Open', and 'Handle'.

The event details shown are:

- Priority:** HIGH
- Patrol Name:** Standard Patrol
- Start Date:** 07:00
- End Date:** 16:00
- Patrol Round:** 15 min
- Days:** Weekdays
- Points:** All

The 'Notes' section is currently empty.

3.6.3.1 Adding Event notes in Virtual Control Room

1. Open **Event**
2. Add **Notes**
3. Click **Save & keep Event Open**

The screenshot displays a software interface for managing events. On the left, a sidebar shows a list of sites, with 'MySiteE' highlighted. The main panel shows event details:

- Priority:** HIGH (indicated by a red circle)
- Patrol Name:** Standard Patrol
- Start Date:** 07:00
- End Date:** 16:00
- Patrol Round:** 15 min
- Days:** Weekdays
- Points:** All

Below the details is a **Notes:** section with a text area containing the text: "Mr Example can you find out what happening at [MySiteExample](#)".

At the bottom of the interface are three buttons: "Cancel" (with a red X icon), "Save Note and Keep Open" (with a floppy disk icon), and "Handle" (with a green checkmark icon).

An Event with **Notes**

Virtual Control Room

The virtual control room allows you to view the events happening on the system in real time.

Please note that events will only show up while a user is logged into a VCR. Events that have come through to a VCR but were not handled will remain in the VCR until they are handled by a user.



Date	Site	Event	Priority	Notes	
2019-11-05 12:15:01	MySiteExample	Patrol: Failed Patrol	● HIGH	0/17 points clocked for Standard Patrol 2019-11-05 12:26:58: "Mr Example can you find out what happening at MySiteExample" - You	Handle
2019-11-05 12:00:03	MySiteExample	Patrol: Failed Patrol	● HIGH	0/17 points clocked for Standard Patrol	Handle

3.6.3.2 Close an Event

1. Open the **Event**
2. Add **Notes**
3. Click **Handle**

Virtual Control Room

The virtual control room allows you to view the events happening on the system in real time.

Please note that events will only show up while a user is logged into a VCR. Events that have come through to a VCR but were not handled will remain in the VCR until they are handled by a user.



Date	Site	Event	Priority	Notes	
2019-11-05 12:00:03	MySiteExample	Patrol: Failed Patrol	● HIGH	0/17 points clocked for Standard Patrol	Handle

3.6.4 Using Filters in VCR

1. Open **VCR** > Filters
2. Select **Site(s)**
3. Select **Event** type
4. Click **Add Filter** to apply it.

The screenshot shows a web interface with a navigation bar at the top containing tabs: "Control Room", "Automatically Handled", "Filters", and "Activity Log". The "Filters" tab is active. Below the navigation bar, there is a "Filter" section with the title "Add Filter". This section contains two dropdown menus: "Site" with the value "MySiteExample" and "Event Type" with the value "Patrol: Failed Patrol". Below these dropdowns is a button labeled "Add Filter" with a downward-pointing triangle icon. Below the filter section is a table with three columns: "Site", "Event", and "Date". The table contains one row of data: "MySiteExample", "Patrol: Failed Patrol", and "2019-11-05 12:50:19". A red minus sign icon is visible in the bottom right corner of the table area.

Site	Event	Date
MySiteExample	Patrol: Failed Patrol	2019-11-05 12:50:19

3.6.5 Virtual Control room activity log

The Activity Log provides an overall overview report about events that would have been triggered in the system, showing the time, and how they have been handled.

You can use filters to show less details for the events by not selecting some of the report parameters.

1. To Open **Activity Log** report
2. Click **VCR** tab > **Activity Log**
3. Click to **Select/Deselect** to suit your report preferences.

Control Room Automatically Handled **2** Filters Activity Log

Activity Log

Session Start Session End Lock Event Unlock Event Handle Event
 Save Event Create Filter Disable Filter Refresh

Date	Activity	User	Site	Event	Notes
2019-11-05 12:50:19	🔍 Create Filter	jona_mashoko	Site: MySiteExample	Patrol: Failed Patrol	-
2019-11-05 12:37:01	🕒 Session Start (New)	jona_mashoko	-	-	-
2019-11-05 12:26:58	💾 Save Event	jona_mashoko	MySiteExample	Patrol: Failed Patrol	Mr Example can you find out what happening at MySiteExample

3.6.6 Activity Log

Session Start

- It shows when the VCR was initiated or started by a specific user.

Session End

- The end time when a user stopped using VCR.

Lock Event

- This happens when an event is being edited by another user to prevent access and not allow changes at that time.

Unlock Event

- Closing an open event in edit mode for other users to access and make changes.

Handle Event

- This is taking ownership of an open event by taking necessary action required or acknowledging to have seen it and respond accordingly. After this one can close or remove the open event from appearing on the dashboard/list of open events.

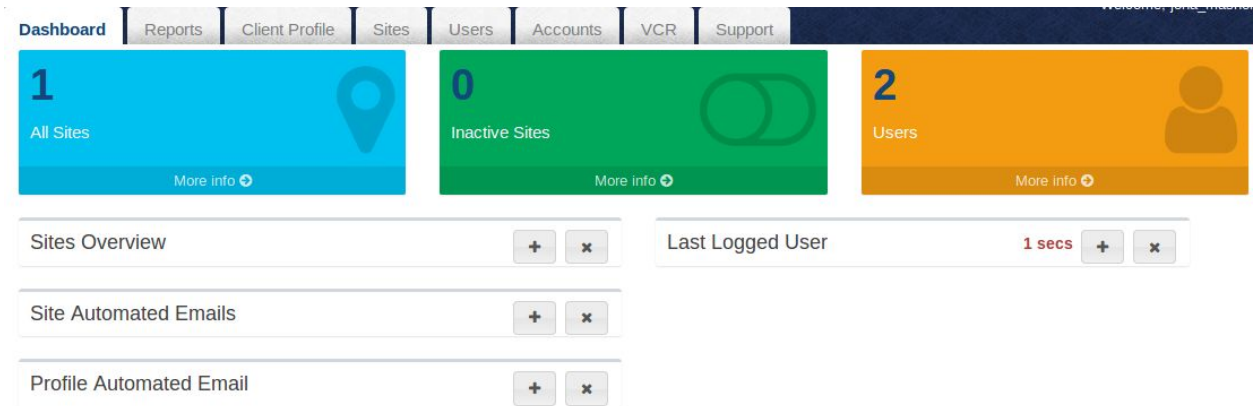
Save Event

- It means submitting or updating changes made to an event.

4. DASHBOARD

4.1 What is Dashboard?

The Dashboard will show you what **sites** are active or inactive, any **events** that have occurred in the last 24 hours and what **reports** have been emailed out. The picture below shows how the dashboard looks.



4.1.1 Dashboard Description

All Sites

- This shows the total number of sites you have.

Inactive Sites

- This shows the total number of inactive

Users

- This is a list of all the users of the system with different roles. It easily shows which users currently have access to the system.

Sites Overview

- It shows a quick overview of current site status

Site Automated Emails

- It shows what type of reports and time last sent for different sites for automated emails

Profile Automated Emails

- It shows what type of reports and time last sent for the profile for automated emails

Last Logged User

- It shows the last user who was logged onto the system.

4.2 Dashboard with an overview of profile details

The dashboard features a navigation bar with the following tabs: Dashboard, Reports, Client Profile, Sites, Users, Accounts, VCR, and Support. The main content area is divided into three large colored cards: a blue card for 'All Sites' (1), a green card for 'Inactive Sites' (0), and an orange card for 'Users' (2). Below these cards are several widgets: 'Sites Overview' with a table of active sites, 'Last Logged User' (not set), 'Site Automated Emails', 'Profile Automated Email', and 'Automated Alert Email' with a table of alerts.

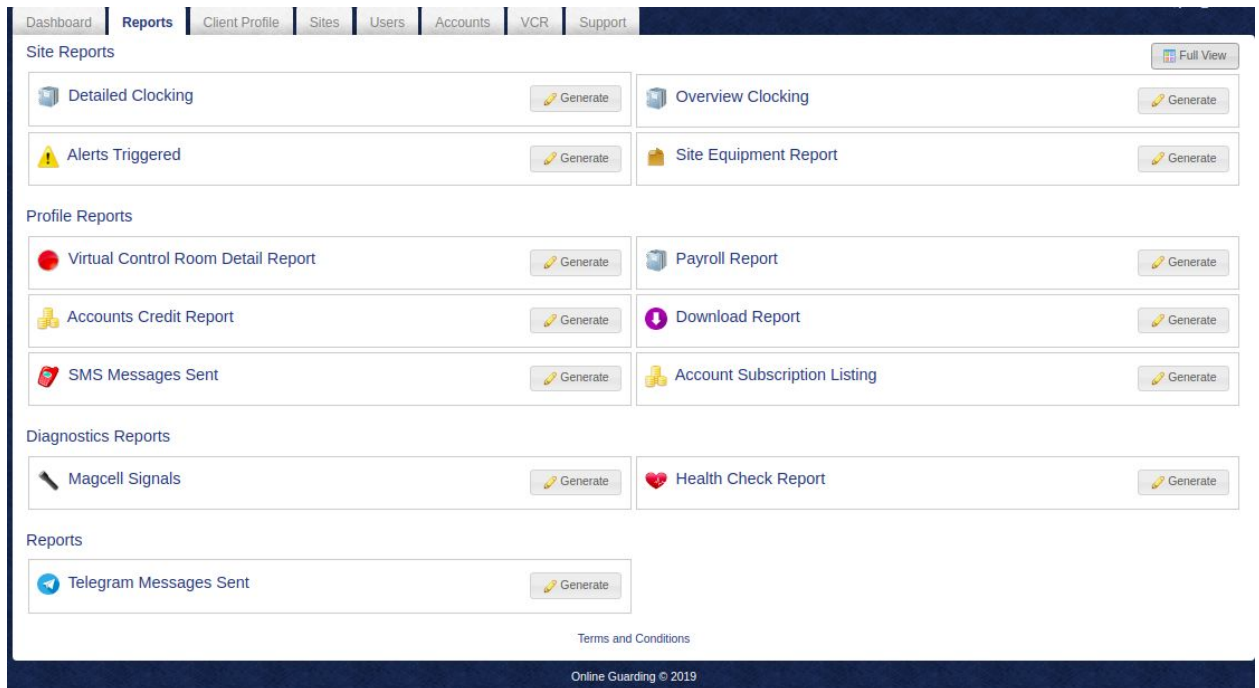
Site Name	Last Signal
MySiteExample	2019-11-06 08:27:29

Client	Report	Last Sent
System test	Alert P: [Point 79]	-

Click **more info** or the **+** sign for more details.

5. REPORTS

Below is a full list of reports that can be generated from the system



Click **Reports** > **Compact View**(top right) or **Full view**

5.1 Site Reports

5.1.1 Detailed Clocking Report


A **detailed clocking report** gives a detailed list of clockings in chronological order. This report is excellent for detailed clocking information, but not so great for an overall picture.

What information do you get from this report?

This is a detailed report of clockings over a specific period of time and can be filtered to view selective clockings.

This report is best suited for analyzing patrols over a short period of time, like an hour or up to a day.

Open **Reports** > Under **Detailed Clocking Report** > Click  **Generate**

 **Detailed Clocking**

A detailed list of clockings in chronological order.

This report type is excellent for detailed clocking information, but not so great for getting an overall picture. This report is best suited for analysing patrol over a short period, like an hour or up to a day.

[Generate](#)

 **Report: Detailed Clocking**

[Back to Reports](#)

Site:	<input type="text" value="MySiteExample"/>	You have no automated emails setup for this report type.
Point Group	<input type="text" value="All Points"/>	
Start Date:	<input type="text" value="2019-11-05 08:38"/>	
End Date:	<input type="text" value="2019-11-06 08:38"/>	
Sort by	<input type="text" value="Baton"/>	
Simple Report:	<input type="checkbox"/>	
Show Unclocked Points	<input checked="" type="checkbox"/>	
Summary:	Generate	Create Automated Email

[Email Report Now](#) [Download Report](#) [Export to CSV](#)

Detailed Clocking Report Filters

To use Sort By, the Simple report checkbox should be unchecked.

Sort by: Baton

- The points clocked will be grouped by Baton(Magcell code) between the selected dates.

Upload Date

- The report will show points grouped by date of upload, with the starting date selected on top.

Point

- This will show dates and times of clocking for each site point, an example below;

Detailed Clocking Report for Site: Business park

From 2017-07-09 to 2017-07-10

Clocking by Main gate (8C89CA) in Active		
Date Clocked	Time Between Points	Clockings
2017-07-09 19:07	-	2
2017-07-09 20:20	01:13:00	2
2017-07-09 21:16	00:56:00	2
2017-07-09 22:07	00:51:00	2
2017-07-09 23:04	00:57:00	1
2017-07-09 23:05	00:01:00	1
2017-07-10 00:17	01:12:00	1
2017-07-10 00:18	00:01:00	1
2017-07-10 01:05	00:47:00	2
2017-07-10 02:05	01:00:00	2
2017-07-10 03:27	01:22:00	2
2017-07-10 04:04	00:37:00	2
Total Times Clocked: 12		
Clocking by Car ports (116EA6) in Active		
Date Clocked	Time Between Points	Clockings
2017-07-09 19:08	-	2
2017-07-09 20:21	01:13:00	2
2017-07-09 21:17	00:56:00	2
2017-07-09 22:08	00:51:00	2

Filters

Simple Report

Note: The checkbox on Simple Report should be checked.

- This report simply lists down the points in the order in which they were clocked showing times taken between points and around point.

Un-clocked points

- If the checkbox is selected/ticked, site points which would have not been clocked will be shown on the reports and the opposite is true if unchecked.

Detailed Clocking Report Glossary

Dwell time

is the time a guard has to take around a clocking point when patrolling

5.1.1.1 An example of Detailed Report Sort by Upload

Detailed Clocking Report for Site: Business park

From 2017-07-05 to 2017-07-06

Uploaded 2017-07-05 12:12:10 from MAGT0276						
Point Code	Point Name	Point Group	Date Clocked	Dwell Time	Time Between Points	Clockings
8C89CA	Main gate	Active	2017-07-05 12:07	00:01:00	-	2
116EA6	Car ports	Active	2017-07-05 12:08	00:01:30	00:01:00	2
92F9A2	Picnic table	Active	2017-07-05 12:10	00:01:30	00:02:00	2
8C7C94	Reception office	Active	2017-07-05 12:11	00:32:00	00:01:00	2
Total Points Clocked: 4						
Uploaded 2017-07-05 13:18:29 from MAGT0276						
Previous upload: 01:06:19 ago						
Point Code	Point Name	Point Group	Date Clocked	Dwell Time	Time Between Points	Clockings
8C89CA	Main gate	Active	2017-07-05 13:14	00:31:30	01:03:00	2
116EA6	Car ports	Active	2017-07-05 13:14	00:01:00	00:00:00	2
92F9A2	Picnic table	Active	2017-07-05 13:16	00:01:30	00:02:00	2
8C7C94	Reception office	Active	2017-07-05 13:17	00:07:00	00:01:00	2
Total Points Clocked: 4						
Uploaded 2017-07-05 13:33:45 from MAGT0276						
Previous upload: 00:15:16 ago						
Point Code	Point Name	Point Group	Date Clocked	Dwell Time	Time Between Points	Clockings
8C89CA	Main gate	Active	2017-07-05 13:30	00:07:00	00:13:00	3
116EA6	Car ports	Active	2017-07-05 13:31	00:01:30	00:01:00	3
92F9A2	Picnic table	Active	2017-07-05 13:33	00:01:00	00:02:00	3
8C7C94	Reception office	Active	2017-07-05 13:33	00:19:30	00:00:00	3
Total Points Clocked: 4						

5.1.1.2 Example Detailed Clocking Simple Report

Point Code	Point Name	Point Group	Date Clocked	Dwell Time	Two separate points have not been clocked for:
A00883 - 3896C5	Point 12	Wall Points	2019-11-06 08:07:04	00:00:02	-
A00883 - 394FFF	Point 2	Wall Points	2019-11-06 08:07:06	00:00:02	00:00:02
A00883 - 5203A9	Point 13	Wall Points	2019-11-06 08:07:09	00:00:02	00:00:03
A00883 - 012BA6	Point 15	Wall Points	2019-11-06 08:07:11	00:00:02	00:00:02
A00883 - 389A14	Point 14	Wall Points	2019-11-06 08:07:13	00:00:02	00:00:02
A00883 - 38A27E	Point 16	Wall Points	2019-11-06 08:07:15	00:07:59	00:00:02
A00883 - 3896C5	Point 12	Wall Points	2019-11-06 08:23:11	00:08:00	00:15:56
A00883 - 394FFF	Point 2	Wall Points	2019-11-06 08:23:15	00:00:03	00:00:04
A00883 - 5203A9	Point 13	Wall Points	2019-11-06 08:23:18	00:00:05	00:00:03
A00883 - 012BA6	Point 15	Wall Points	2019-11-06 08:23:26	00:00:05	00:00:08
A00883 - 389A14	Point 14	Wall Points	2019-11-06 08:23:28	00:00:02	00:00:02
A00883 - 38A27E	Point 16	Wall Points	2019-11-06 08:23:30	00:00:01	00:00:02

Summary

Point Code	Point Name	Point Group	Total Times Clocked
38B4AA	B	-	0
394FFF	Point 2	Wall Points	2
EB8BA6	Point 3	Wall Points	0
D63762	Point 4	Wall Points	0
D600B5	Point 5	Wall Points	0
C068A6	Point 6	Wall Points	0
38BEBC	Point 7	Wall Points	0
38848B	Point 8	Wall Points	0
388FBC	Point 9	Wall Points	0
38BBC7	Point 10	Wall Points	0
20B60F	Point 11	Wall Points	0

5.1.1.3 Example of Detailed Clocking Simple Report for clocked points **only**

Point Code	Point Name	Point Group	Date Clocked	Dwell Time	Two separate points have not been clocked for:
A00883 - 3896C5	Point 12	Wall Points	2019-11-06 08:07:04	00:00:02	-
A00883 - 394FFF	Point 2	Wall Points	2019-11-06 08:07:06	00:00:02	00:00:02
A00883 - 5203A9	Point 13	Wall Points	2019-11-06 08:07:09	00:00:02	00:00:03
A00883 - 012BA6	Point 15	Wall Points	2019-11-06 08:07:11	00:00:02	00:00:02
A00883 - 389A14	Point 14	Wall Points	2019-11-06 08:07:13	00:00:02	00:00:02
A00883 - 38A27E	Point 16	Wall Points	2019-11-06 08:07:15	00:07:59	00:00:02
A00883 - 3896C5	Point 12	Wall Points	2019-11-06 08:23:11	00:08:00	00:15:56
A00883 - 394FFF	Point 2	Wall Points	2019-11-06 08:23:15	00:00:03	00:00:04
A00883 - 5203A9	Point 13	Wall Points	2019-11-06 08:23:18	00:00:05	00:00:03
A00883 - 012BA6	Point 15	Wall Points	2019-11-06 08:23:26	00:00:05	00:00:08
A00883 - 389A14	Point 14	Wall Points	2019-11-06 08:23:28	00:00:02	00:00:02
A00883 - 38A27E	Point 16	Wall Points	2019-11-06 08:23:30	00:00:01	00:00:02

Summary

Point Code	Point Name	Point Group	Total Times Clocked
394FFF	Point 2	Wall Points	2
3896C5	Point 12	Wall Points	2
5203A9	Point 13	Wall Points	2
389A14	Point 14	Wall Points	2
012BA6	Point 15	Wall Points	2
38A27E	Point 16	Wall Points	2


5.1.2. The Overview Clocking Report

Open **Reports** > Under **Overview Clocking Report** > Click  **Generate**

Overview Clocking

A "birds-eye-view" of the clocking data for your sites.

This report is ideal for getting an immediate impression of the clocking information for your site.


 Generate

1. There are 3 possible options:
 - **All Points:** All points listed.
 - **Active:** Active points only.
 - **Group:** This option will only be available if you have set up point groups.
2. Select the **start date** you want to view the report from.
3. Select the **end date** you want to view this report up to.
4. On the **Shift** option:
 - **Day Shift** : is selected by default and you will get a report for a 24 hour period of the selected date.
 - **Night Shift** : is for a report showing the 12 hour period starts from 12:00pm of the selected date.
 - **Custom** : you can select from what time you want to view.

Dashboard | **Reports** | Client Profile | Sites | Users | Accounts | VCR | Support

Report: Overview Clocking

Site:	<input type="text" value="MySiteExample"/>
Point Group	<input type="text" value="All Points"/>
Start Date:	<input type="text" value="2019-11-05"/>
End Date:	<input type="text" value="2019-11-06"/>
Shift:	<input type="text" value="Day Shift"/>

 Generate

Report Terms:

Power-up

- The Magcell unit has been switched on.

Call button activation

- The red button on your Magcell unit has been pressed to indicate danger.

Upload

- The baton data has been sent through to the server.

Tamper

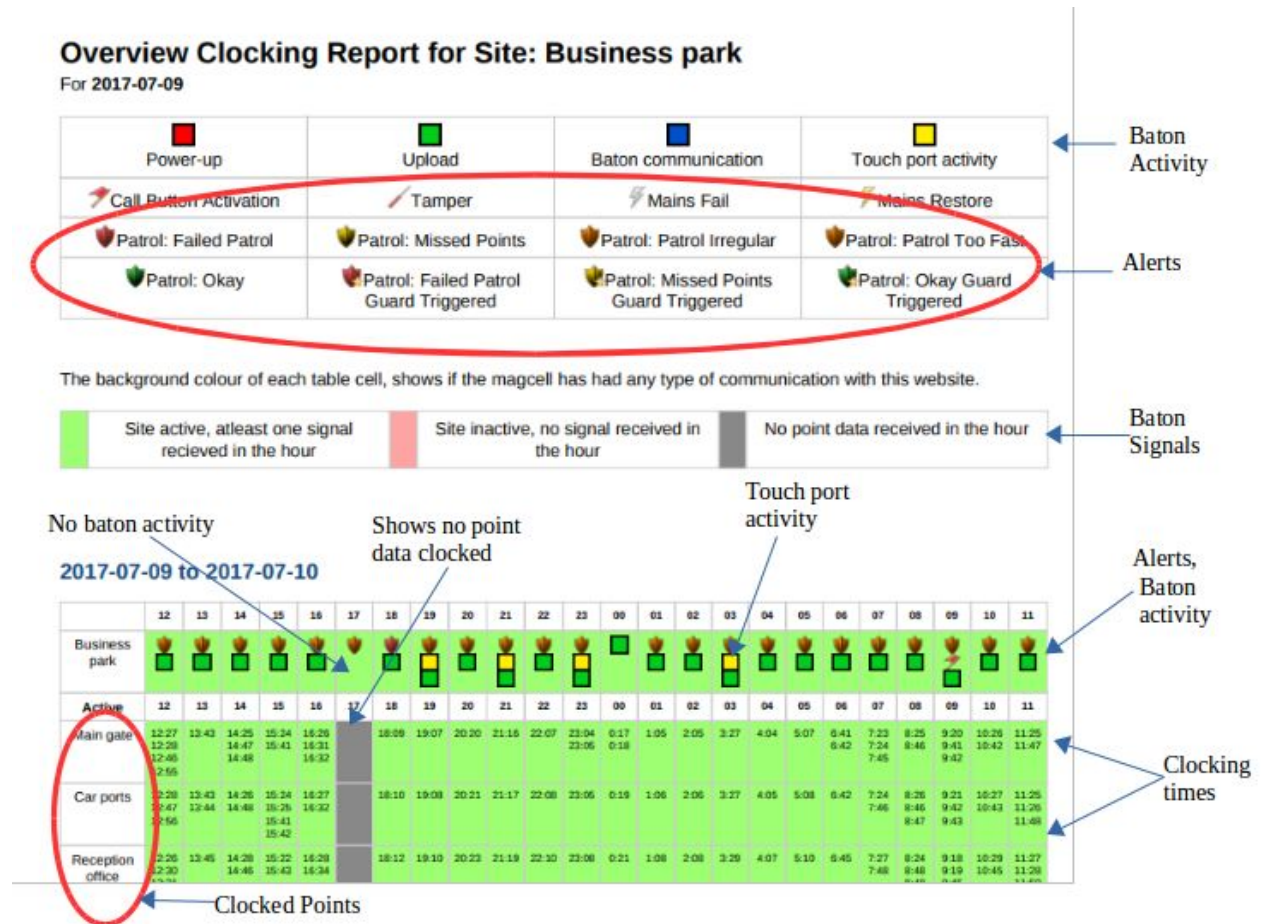
- The Magcell unit has been opened.

Mains fail

- Power to the Magcell unit has been disrupted.

Mains restore

- Power to the Magcell unit has been restored.



Explanation:

- This report shows a general view of all clockings for a 24 hour period on one page. At a glance, you will be able to see if the guards have been patrolling correctly. Missed points, failed patrols and double clockings can be viewed here as well.

Report Terms:

Power-up

- The Magcell unit has been switched on.

Call button activation

- The red button on your Magcell unit has been pressed to indicate danger.

Upload

- The baton data has been sent through to the server.

Tamper

- The Magcell unit has been opened.

Mains fail

- Power to the Magcell unit has been disrupted.

Mains restore

- Power to the Magcell unit has been restored.

5.1.3 Alerts Triggered Report

The **Alerts Triggered Report** is a list of all the alerts that have been triggered in the system.

Alerts that can be triggered are:

Call button

- The call button below the express unit has been pressed.

Tamper

- the Magcell unit has been opened

Mains fail

- power to the Magcell unit has been disrupted

Mains restore

- power to the Magcell unit has been restored

Patrols

Patrol Okay

- all points correctly clocked

Patrol Missed Points


- at least some of the points were clocked, but not all

Patrol Failed Patrol

- less than half or no points clocked


5.1.3.1 View this report:

Open **Reports** > Under **Site Reports**

 **Alerts Triggered**

A list of alerts that have been triggered.

This report contains a list of alerts that have been triggered in the system. This includes Mains fail, tamper and call button activations.



Report: Alerts Triggered









Site:

Start Date:







End Date:

de/select all symbols


Alerts

- Call Button Activation 
- Tamper 
- Mains Fail 
- Mains Restore 
- Alert P: 
- Event Message 
- Armed response required 
- Fire 

Patrols

- Patrol: Okay 
- Patrol: Missed Points 
- Patrol: Patrol Too Fast 
- Patrol: Patrol Irregular 
- Patrol: Failed Patrol 
- Patrol Exception: Time 
- Between Points

SMS

- SMS Credits Low 

	Alert Type	Date Triggered	Message
♥	Patrol: Failed Patrol	2019-11-06 07:30:01	0/16 points clocked for Standard Patrol Missed points: B, Point 2, Point 3, Point 4, Point 5, Point 6, Point 7, Point 8, Point 9, Point 10, Point 11, Point 12, Point 13, Point 14, Point 15, Point 16
♥	Patrol: Failed Patrol	2019-11-06 07:45:01	0/16 points clocked for Standard Patrol Missed points: B, Point 2, Point 3, Point 4, Point 5, Point 6, Point 7, Point 8, Point 9, Point 10, Point 11, Point 12, Point 13, Point 14, Point 15, Point 16
♥	Patrol: Failed Patrol	2019-11-06 08:00:03	0/16 points clocked for Standard Patrol Missed points: B, Point 2, Point 3, Point 4, Point 5, Point 6, Point 7, Point 8, Point 9, Point 10, Point 11, Point 12, Point 13, Point 14, Point 15, Point 16
♥	Patrol: Failed Patrol	2019-11-06 08:15:03	7/16 points clocked for Standard Patrol Missed points: Point 3, Point 4, Point 5, Point 6, Point 7, Point 8, Point 9, Point 10, Point 11
♥	Patrol: Failed Patrol	2019-11-06 08:45:01	0/16 points clocked for Standard Patrol Missed points: B, Point 2, Point 3, Point 4, Point 5, Point 6, Point 7, Point 8, Point 9, Point 10, Point 11, Point 12, Point 13, Point 14, Point 15, Point 16
♥	Patrol: Failed Patrol	2019-11-06 09:00:04	0/16 points clocked for Standard Patrol Missed points: B, Point 2, Point 3, Point 4, Point 5, Point 6, Point 7, Point 8, Point 9, Point 10, Point 11, Point 12, Point 13, Point 14, Point 15, Point 16

When you Click **Generate** this form will show;

5.1.4 Site Equipment Report

Is a report that lists a client's sites and the number of site codes, batons and points are being used within a date range. It is an overview of equipment associated with a specific client.


View Site Equipment report

Reports > Site Equipment Report

Site Equipment Report

Overview of equipment associated with a specific client.

Report that lists a client's sites and the number of site codes, batons and points are being used within a date range.

 **Generate**

Click **Generate** > Select **Dates**

📄 Report: Site Equipment Report

[← Back to Reports](#)

Start Date:	<input type="text" value="2019-11-15 10:11"/>	<i>No automated emails have been set up yet.</i>
End Date:	<input type="text" value="2019-11-22 10:11"/>	
<input type="button" value="🔧 Generate"/>		
		<input type="button" value="📧 Create Automated Email"/>

Site	Additional Info	Contact	Magcell Units	Batons
MySiteExample	2nd site		A00883	Suga Blu
The Garden Estates	GPS 58.7, -7.8 Site password-'2 rivers in garden' Required-Min 4 guards Max 6	012 000 001	A005AF	Suga Blu

5.2 Profile reports

5.2.1 Virtual Control Room Report

The virtual control room allows you to view the events happening on the system in real time.

Please note that events will only show up while a user is logged into a VCR. Events that have come through to a VCR but were not handled will remain in the VCR until they are handled by a user.

Terms

Control Room

- This is a window which shows all the events that have been triggered from site(s). The events shown are still open though some could have been handled or attended but still to be closed when appropriate action has been completed.

Automatically Handled

- These are events that are setup using filters not to appear on the dashboard and will be handled by the system e.g. a Patrok Ok event.

Filters

- Filters allow to view events in the Control Room to a particular site and/ or event. The system allows to filter results using site name or event type.

 **Virtual Control Room Detail Report**

Detailed view of control room events

Get a detailed list of handled, filtered or unhandled events that have occurred in the control room.



5.2.1.1 Report Generation

1. Select the **Client name**
2. Choose a **Start date**.
3. Choose an **End date**.
4. Select events that are either **Handled, Filtered or Unhandled** or select them all.
5. If you select the **Advanced options**, you can select **Specific Event Types** that you would like to see. (You can tick only one or a selection of what you would like to see)
6. Click on the **Generate** tab.

Dashboard | **Reports** | Client Profile | Sites | Users | Accounts | VCR | Support

 **Report: Virtual Control Room Detail Report**


Start Date:

End Date:

Show events that are:



















Handled	<input checked="" type="checkbox"/>
Filtered	<input checked="" type="checkbox"/>
Unhandled	<input checked="" type="checkbox"/>

[Advanced Options](#)



5.2.1.2 Output

Handled

Event Date	Site	Event Type	User	Handled Date	Notes	Resolution Time
2017-01-05 21:14	Falcon View	 Call Button Activation	Controller	2017-01-05 21:22		00:07:17
2017-01-05 21:14	Falcon View	 Call Button Activation	Controller	2017-01-05 21:21		00:07:12
2017-01-05 21:14	Falcon View	 Call Button Activation	Controller	2017-01-05 21:21		00:07:08
2017-01-05 21:15	RTB 2	 Patrol: Failed Patrol	Controller	2017-01-05 21:21		00:06:48
2017-01-05 21:15	Woods Gosforthpark	 Patrol: Failed Patrol	Controller	2017-01-05 21:21		00:06:44
2017-01-05 21:15	Snyman	 Patrol: Failed Patrol	Controller	2017-01-05 21:21		00:06:41
2017-01-03 20:00	Woods Cleveland	 Patrol: Okay	Controller	2017-01-05 21:02		2 days 01:01:51
2017-01-03 20:00	Transfand	 Patrol: Missed Points	Controller	2017-01-05 21:02		2 days 01:01:47
2017-01-03 20:00	Woods Norton	 Patrol: Missed Points	Controller	2017-01-05 21:02		2 days 01:01:45
2017-01-03 20:00	Tasol Alrode	 Patrol: Failed Patrol	Controller	2017-01-05 21:01		2 days 01:01:41
2017-01-03 20:00	Langkloof	 Patrol: Failed Patrol	Controller	2017-01-05 21:01		2 days 01:01:37
2016-12-31 19:30	Transfand	 Patrol: Missed Points	Controller	2017-01-05 21:01		5 days 01:31:45
2016-12-31 19:30	Woods Cleveland	 Patrol: Failed Patrol	Controller	2017-01-05 21:01		5 days 01:31:43
2016-12-31 19:30	Premier Valves	 Patrol: Failed Patrol	Controller	2017-01-05 21:01		5 days 01:31:40
2016-12-31 19:30	Langkloof	 Patrol: Patrol Irregular	Controller	2017-01-05 21:01		5 days 01:31:35
2016-12-31 19:30	Woods Norton	 Patrol: Failed Patrol	Controller	2017-01-05 21:01		5 days 01:31:31
2016-12-31 19:30	Tasol Alrode	 Patrol: Missed Points	Controller	2017-01-05 21:01		5 days 01:31:28
2017-01-03 20:00	Premier Valves	 Patrol: Failed Patrol	Controller	2017-01-05 21:01		2 days 01:01:10

Explanations:

1. Here you can see the **Event Date** (the date the event took place).
2. The **Site** the event took place at.
3. The **Event Type** that took place.
4. The **User** who did whatever action.
5. The **Handled date** (the date the event was handled).
6. The **resolution time**. (the amount of time it took before the event was handled).

This is what the **Summary** will look like that you will see at the bottom of the report:

Summary

Event Type	Handled
 Call Button Activation	3
 Patrol: Failed Patrol	9
 Patrol: Missed Points	4
 Patrol: Okay	1
 Patrol: Patrol Irregular	1
Total	18


5.2.4 How to View the Quick Summary Report


Shows a summary of points clocked per per shift.

View a summary report

Reports > Clocking Summary report

Clocking Summary

 Failed patrol, less than half clocked.

 Missing Points, more than half clocked.

 All points clocked.

2020-01-05

Site - Patrol	Total Points	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	Total Points Clocked	Total Failed Patrols
The Garden Estates - Standard Patrol	3	0	0	0	0	0	0	0	0	0	0	9
The Garden Estates - Sunrest	0	-	-	-	-	-	-	-	-	-	0	0

2020-01-06

Site - Patrol	Total Points	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	Total Points Clocked	Total Failed Patrols
MondaySite - Standard Patrol	4	0	0	0	0	0	0	0	0	0	8
MySiteExample - Standard Patrol	5	0	0	0	0	0	0	0	0	0	8

5.3 Diagnostic Reports


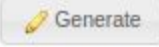
These reports are used to find faults on the magcell unit or in troubleshooting when a unit is not functioning as expected. Below are the different reports used when performing units diagnosis.

Note: Should you not be able to find a solution, please call support.

5.3.1 Magcell Signals Report

A list of all signals sent to the server which can be filtered to show specific signal types for a specified time frame.

Reports > Under Diagnostics reports

 **Magcell Signals**
A list of signals sent from Magcell units.
Shows a list of all signals sent to the server. This list can be filtered to see specific signal types for a timeframe.


To filter the report to show only selected signals, Click **Advanced options** and select signals as required:

5.3.1.1 Signal report terms and meanings

Inactivity

- Sent every 51 minutes if nothing has happened. This signal indicates unit is still working correctly.

Mains Restore

- Mains power has been restored.

Tamper Restore

- The unit has been reassembled or moisture has been removed.

Baton information saved

- Magcell unit read the baton but was not able to set date and time. Baton data saved on magcell unit memory. Data was saved successfully but, the baton was not cleared.

Power up

- Unit powered up from being offline or asleep.

Configuration SMS Processed

- The unit found an SMS which configured the device.

LCD re-initialised of mains restore

- Older units use this to show the LCD is working correctly.

Battery Low

- The battery is low and the unit should be plugged in soon.

Call button pressed

- Follows the call button pressed.

Mains Fail

- Mains power has been removed from the unit.

Touch port short

- The touch port has been shorted.

Baton date and time set

- A baton on the unit has its date and time set.

Baton cleared

- This signal indicates that a baton has been downloaded on an online unit and was cleared, it also carries with it the points clocked data.

ID Point

- Single clock point clocked, contains the clock point data.

Call button released

- Follows the call button pressed.

Tamper

- Unit has been tampered with.

Touch port activity

- Something not discernable has occurred on the touchport.

Battery OK

- Follows a battery low if the unit was plugged in to mains.

GPS coordinates

- Coordinates from a unit showing live location.

5.3.1.2 Generating a Report

EXAMPLE

This is an example showing only selected signals:

Site:

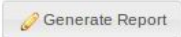
Start Date:

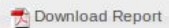

End Date:

Advanced Options

<input checked="" type="checkbox"/> Inactivity	<input checked="" type="checkbox"/> Call button pressed	<input checked="" type="checkbox"/> Call button released
<input checked="" type="checkbox"/> Mains Restore	<input checked="" type="checkbox"/> Mains Fail	<input checked="" type="checkbox"/> Tamper
<input checked="" type="checkbox"/> Tamper restore	<input type="checkbox"/> Touch port short	<input type="checkbox"/> Touch port activity
<input type="checkbox"/> Baton information saved	<input type="checkbox"/> Baton date and time set	<input type="checkbox"/> Baton data save
<input type="checkbox"/> Baton data saved	<input type="checkbox"/> Baton cleared	<input type="checkbox"/> Keypad
<input checked="" type="checkbox"/> Power up	<input type="checkbox"/> Midnight	<input type="checkbox"/> Event queue overflow
<input type="checkbox"/> Start timer expired	<input type="checkbox"/> Upload timer expired	<input type="checkbox"/> Info timer expired
<input type="checkbox"/> Configuration SMS Processed	<input type="checkbox"/> Data Flushed	<input type="checkbox"/> Battery OK
<input checked="" type="checkbox"/> LCD re-initialised of mains restore	<input type="checkbox"/> Inactivity	<input checked="" type="checkbox"/> Power up
<input type="checkbox"/> Battery Low	<input type="checkbox"/> ID Point	<input type="checkbox"/> GPS co-ordinates

[de/select all symbols](#)



 Download Report
  Export to CSV

Site Code/s	Symbol	Name	IP	Signal Strength	Date Clocked	Date Uploaded
009346	X	Inactivity	10.144.232.172	16,00	2013-10-16 09:40:04	2013-10-16 09:44:38
009346	X	Inactivity	10.144.232.172	16,00	2013-10-16 10:34:38	2013-10-16 10:39:17
009346	X	Inactivity	10.144.232.172	13,00	2013-10-16 11:29:17	2013-10-16 11:33:58
009346	X	Inactivity	10.144.232.172	15,00	2013-10-16 12:59:23	2013-10-16 13:04:06
009346	X	Inactivity	10.144.232.172	16,00	2013-10-16 13:54:05	2013-10-16 13:58:53
009346	X	Inactivity	10.144.232.172	16,00	2013-10-16 14:48:52	2013-10-16 14:53:43
009346	X	Inactivity	10.144.232.172	15,00	2013-10-16 15:43:41	2013-10-16 15:48:30
009346	a	Call button released	10.144.232.172	14,00	2013-10-16 15:51:18	2013-10-16 15:51:38
009346	A	Call button pressed	10.144.232.172	14,00	2013-10-16 15:51:18	2013-10-16 15:51:38
009346	b	Mains Fail	10.144.232.172	14,00	2013-10-16 15:51:55	2013-10-16 15:52:01
009346	B	Mains Restore	10.144.232.172	13,00	2013-10-16 15:52:05	2013-10-16 15:52:10
009346	O	LCD re-initialised of mains restore	10.144.232.172	13,00	2013-10-16 15:52:05	2013-10-16 15:52:10
009346	a	Call button released	10.144.232.172	15,00	2013-10-16 16:21:47	2013-10-16 16:24:39
009346	A	Call button pressed	10.144.232.172	15,00	2013-10-16 16:21:47	2013-10-16 16:24:39

Site Codes

- The code for the site.

Symbols

- Each symbol has its description in the Name field. For example, an X shows Inactivity.

Name

- The description of the symbol.

Signal Strength

- The signal strength of the baton.

Date Clocked

- The date the signal was clocked.

Date Uploaded

- The date that the information was uploaded to the server.

Note: For refined report details click the **Advanced options & Display settings**.

5.3.2 Health Check Report

The **health check report** shows statistics based on various metrics to give you a view on the health of your sites. A quick way to see if the site is communicating correctly or experiencing any problems.

It is an overview of the health of your sites.

Reports > Under **Diagnostics reports**



The screenshot shows a card titled "Health Check Report" with a red heart icon. Below the title is the subtitle "An overview of the health of your sites". A paragraph of text explains that the report shows statistics based on various metrics to give a view on the health of the sites. A "Generate" button with a pencil icon is located at the bottom right of the card.

5.3.2.1 Generating a Report



The screenshot shows the "Report: Health Check Report" page. At the top is a navigation bar with tabs for Dashboard, Reports, Client Profile, Sites, Users, Accounts, VCR, and Support. Below the navigation bar is the title "Report: Health Check Report" with a red heart icon. The main content area contains a form with three fields: "Site:" with a dropdown menu showing "MySiteExample", "Start Date:" with a text input field containing "2019-11-05 10:11", and "End Date:" with a text input field containing "2019-11-06 10:11". A "Generate" button with a pencil icon is located at the bottom right of the form.

5.3.2.2 Output

The report will have the following descriptions;

Battery level

- This battery level is the amount of power in the battery expressed as a percentage.

Battery average

- It shows the battery power average over a given or selected period of time.

Average Signal Check

- It gives an indication of the network connectivity in a given selected period.

Status

- This shows the state of a site and its connectivity to server for communication purposes.

Last received

- This is the last signal communication that has occurred between baton and server.

Total Signal Received

- This is the total number of signals received by server from site over a given period

Alerts

- This is the total number of alerts generated from the site over a given period.

Points Clocked

- Total number of times all the points have been clocked over a period

Average Signal delay

- Average delay time of signal transfer between server and baton over a period

Average Signal Strength

- Average signal strength of the site baton in a given period

Lowest Signal Strength

- This is the lowest signal strength experienced in the given period.

Highest Signal strength

- This is the highest signal strength experienced in the given period.

Last Signal strength

- This is the latest signal level received from a site magcell.

Health Check

Suga Blu: A00883	
Battery Level:	✔ 51%
Battery Average:	✘
Average Signal Check:	✔ Signal strength has improved
Status:	✔ Online
Last Received:	✔ 2019-11-06 09:23:52
Total Signals Received:	51
Alerts:	0
Points Clocked:	29
Average Signal Delay:	00:02:31
Average Signal Strength:	✔ 75%
Lowest Signal Strength:	✔ 62%
Highest Signal Strength:	✔ 81%
Last Signal Strength:	✔ 81%


5.4 Telegram Messages Sent Report

Reports > Telegram Messages sent

Telegram Messages Sent


A list telegram messages sent.

Report showing a list of telegram messages sent within a selected time span.

 Generate

6. SUPPORT

6.1 How to Get Help Within the System?

- Make use of the quick help by clicking  on the task you want to perform
- Visit <http://www.magtouch.co.za/online.php> for more product information, description and documents.
- Watch our how-to-videos on some of the pages

Video Quick Tips



[View more videos on Youtube.](#)

- Visit the **Support** page

Dashboard | Reports | Client Profile | Sites | Users | Accounts | VCR | **Support**

Support

Need help with your Magcell system or the online guarding system?

Magtouch Electronics

Telephone:	011 524 0255
Fax number:	011 524 0277
Email Address:	info@magtouch.co.za
Website:	http://www.magtouch.co.za/
Physical Address:	83 5th Avenue Northmead Benoni

[For more help and support information click here](#)

