

Back-to-Base Alarm Monitoring Online User Guide



Table of Contents

Logging In.....	1
Logging Out.....	1
Welcome Page and Navigation.....	1
Account Details.....	2
Property Details.....	2
Contacts.....	2
Sensors.....	3
History.....	3
Time Schedules.....	4
Users.....	4
Billing.....	4
Video.....	4
Attendance.....	4
Help Centre.....	5
Receiving an Alarm Message.....	5

Your Contact Details

Control Room Number _____

Bureau Number _____

Online Access _____

Your Account Details

Bureau _____

Login Number _____

Password _____

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This Online User Guide describes the features available through your Back-to-Base Alarm Monitoring online account.

Logging In

To login to your online account, go to the Back-to-Base Alarm Monitoring website:

(www.guard.com.au)

Enter your user name (your six digit account number) and your password. If these are correct you will be taken to the home page for your account. Note: If 3 consecutive invalid login attempts are received, that particular computer will be blocked for a period of 20 minutes.

Logging Out

If you ever want to log off, simply click the 'Logout' button on your menu and you will be logged out of the system. As a safeguard, you will also be logged out automatically if you are inactive for ten minutes.

Back-to-Base Alarm Monitoring **Online User Guide**

Welcome Page and Navigation

When you log in to your personal alarm monitoring account, you will see a welcome page. This will give you any relevant account messages and provide a summary of your account. You can navigate your way around your online account by just clicking on the links on the left hand side of the page.

The 'Account Status' section on this screen displays whether your account is currently active or not. If your account is disabled, your alarm system will still communicate with the monitoring system, but your Contacts will not be notified of any alarms. This setting should only be used in certain situations, such as when you are moving premises.

Account Details

This section contains your general account details. You can update these details at any time by clicking the edit button and entering the new information and clicking 'save'.

The response Settings section contains information about how the various alarm signals are handled. All alarm signals are categorised and these rules specify what action is taken in different circumstances. This information is controlled by your Bureau.

Property Details

This section contains information about the property being monitored. This information is required in case your bureau ever needs to direct guard or emergency services to your home or office. It can be changed at any time by clicking the 'edit' button, making the necessary changes then clicking the 'save' button.

Contacts

This lists all the people who will be contacted if your alarm is ever triggered. You can add up to five contacts with three phone numbers for each contact. The default contact method is phone but you can choose to be notified by any combination of phone email or SMS simply by clicking on the icons next to a contact's name.

The Order your contacts are notified is the order they appear on the page. This can easily be changed by clicking the up or down arrows next to a person's name.

You provide all your contacts with a password when you add them. This password is used to authenticate them if they are ever contacted by your alarm monitoring station. It is important that they are aware of this and do not lose it. They can also log into the web site using the six digit account number and their password for that account giving them access to the alarm history and live status. Note: Each contacts password must be unique.

Sensors

This page lists all the sensors that are installed in your premises. Whenever a new sensor triggers an alarm, the alarm monitoring station will add it to this page. The description will be the zone number corresponding to that sensor. You should change this to a more understandable description (e.g. Main bedroom sensor or Front door reed switch).

The Status column displays the live status of the sensors connected to your Alarm System. Normally, every Sensor will be in an 'OK' state. When an alarm signal is received by the system, that Sensor will enter an 'ALARM' state and your contacts will be notified.

It will remain in this state until a 'RESTORE' signal is received from the alarm panel. In the case of a motion Sensor, an 'ALARM' signal is sent when motion is detected and a 'RESTORE' signal is sent when that motion ceases.

History

This section provides a full log of all communications made by your Back-to-Base Alarm Monitoring system and the alarm monitoring station. It will list every event that has occurred on your alarm system in order of most recent. You can also view what action was taken by your alarm monitoring station in response to each event simply by clicking on the expansion menu next to it.

The information about your system is updated in real-time (if your alarm is set to live logging and reporting this information), although the page must be refreshed to update the information. You will be shown who the monitoring station attempted to contact, whether or not they could be contacted and if so, what their response was.

Time Schedules

This screen is used to configure the trading hours of your account. This will then be used by the system to notify you of any out of hours entry. Reporting Settings lets you specify which schedule violations you will be notified of.

The Time Schedules section summarises your current open and closing schedules. You are able to add new time periods to your trading hours or edit the current ones. There is a 30 minute threshold at either end of a Time Period. For example, if you set the Time Period for a particular day to 6pm and forget to arm your Alarm System, you will be notified of this at 6:30pm (assuming you have 'Report Late to Close' set to 'Yes').

Users

The Users screen lets you configure the users of your alarm system. Users are the people that arm and disarm your Alarm System. The User's name that is entered here will be used in the account history to display who arms and disarms the system.

Billing

The Billing screen displays the various services available to your account and their usage during the current billing period. It shows a summary of your monitoring plan as well as your recorded credit card details, if supplied. If usage exceeds allowed usage, extra charges could apply. Previous invoices and payments are also viewable through the sub-menu.

Video (optional)

The Video screen shows the cameras that are connected to your account. The "Live Cameras" section shows Cameras that are currently streaming live video. The "Recorded Events" section shows footage that your cameras have recorded. Click on the expand () icon next to the camera name to show the events.

Attendance (optional)

This page is used to setup your attendance verification buttons. Your plan will determine the number of buttons you will be able to add to your account.

Receiving an Alarm Message From Sally

When Sally calls you to report an event, she will first ask for a password to ensure that she is talking to the correct person. You will need to enter your password followed by the '#' key. Once authenticated, Sally will report the alarm message to you. When all of the message(s) have been reported, Sally will give you a number of options so that you can 'action' the events.

Acknowledge and Cancel (press 1): If you are confident that this is a false alarm you can acknowledge and cancel the alarm message(s).

Send a Guard (press 2): If you would like a patrol sent to the premises to investigate and to be contacted with the results. Not available in all areas. Additional charges may apply.

Disable all notification (press 3): If you would like to stop Sally from calling you for a period of time. You will then be asked to key in the number of hours that this should apply for (from 1 to 12).

Speak to an Operator (press *): If you would like to speak to a control room operator at any time.

If not all of the messages are actioned, Sally will call back and report the remaining message(s).

In the event that your nominated Contacts are unreachable, unauthenticated or do not action all of the alarm messages, the Control Room operator will take control of the account. Depending on the account settings, the Police may be contacted or a Guard Patrol may be sent to inspect the premises.

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