User Guide

Texbase & Montex Software

INS551

CE

Texecom

Designed to Perform

Contents

Introduction

Montex/Texbase is a software alarm receiving system for monitoring alarm signals delivered via IP or Paknet. The application acts as a gateway to alarm management software, providing data output in Sureguard format. Montex can be used with Texecom Com IP, Paknet Radio systems and the Premier Elite Com GSM. It may also be used with other IP transmission hardware.

NOTE *The Com GSM can be used with either a fixed or dynamic IP address*

This manual describes the installation and set up of Montex and Texbase software.

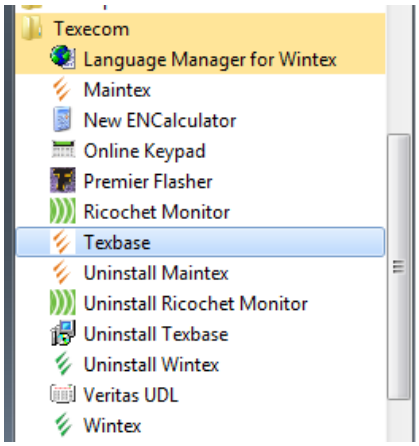
Installation

Montex/Texbase is provided as an installable application, either as a zip file or as an executable setup file. If you have the zip file (Texbase_x.x_Montex x_x software.zip), extract the contents to a temporary directory and run the setup.exe file. If you have the executable setup file, simply run it to install Montex/Texbase.

During installation you will be asked where you would like the application installed, it is recommended that the default settings be accepted.

Starting the Programmes

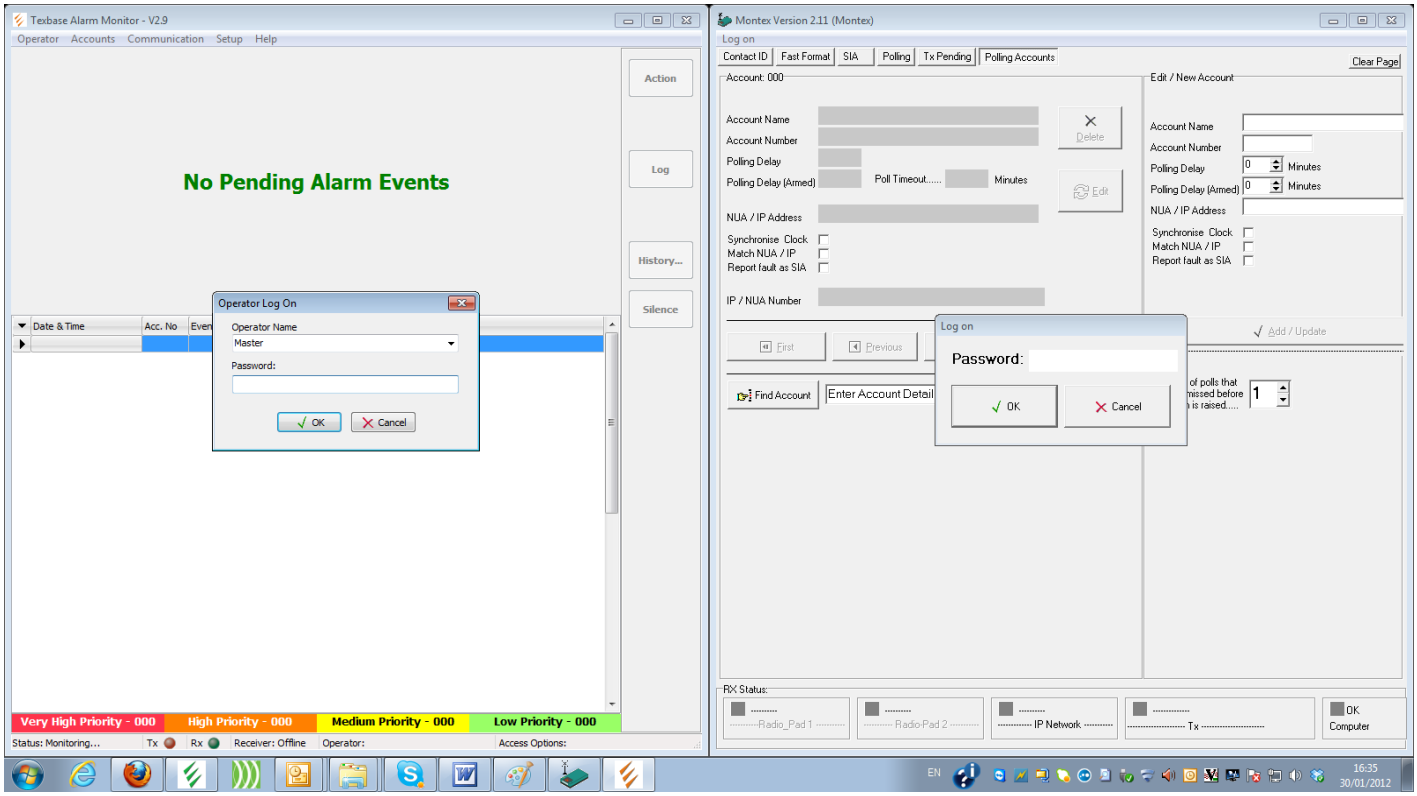
After installation you will have a new shortcut in your Texecom group in the start menu called 'Texbase', use this shortcut to start your new software.



NOTE *Both software applications will open together (Texbase and Montex)*

Set up alarm monitoring

Start ***Texbase*** and both programs will open;



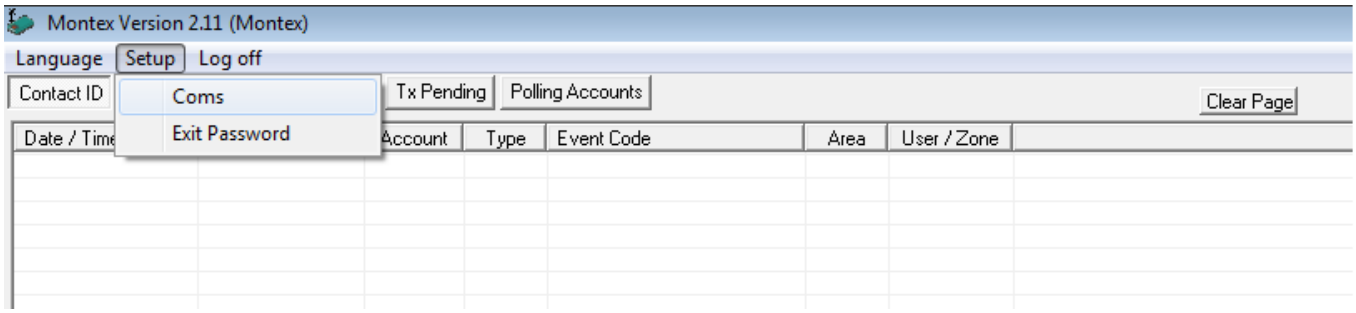
Default Pssswords

Programme	Password	Operator Name
Montex	1234	N/A
Texbase	123456	Master

Montex

Coms Setup

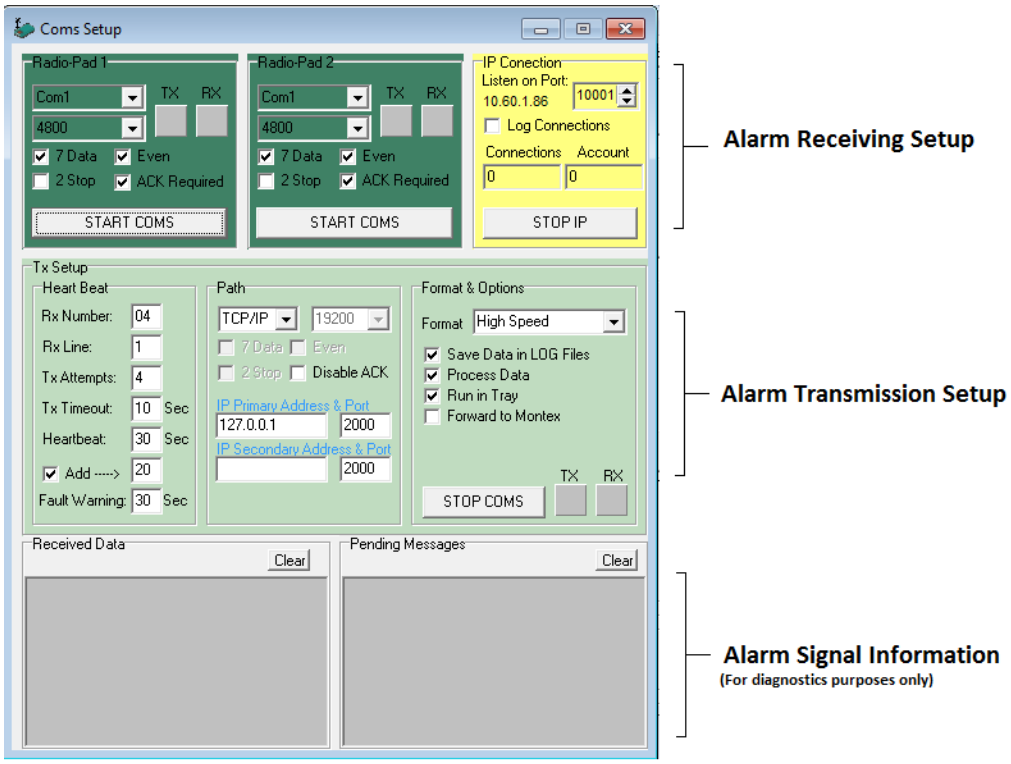
Select Setup : Coms to enter the communication set up menu.



Configure Montex

The Coms Setup window is divided into 3 areas for Alarm Receiving setup, Alarm Transmission setup – for forwarding to alarm management software, and Alarm Signal Information which shows received alarms and messages waiting to be forwarded.

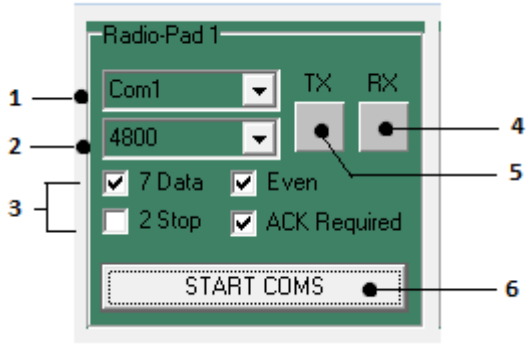
NOTE *The Alarm Signal Information section is not relevant to the user, on some versions of software, it is not visible.*



Setup alarm receiving

Radio Pad set up

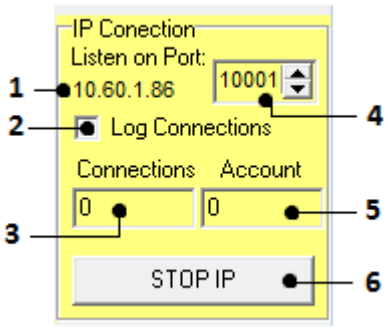
Montex can receive alarm signals from 1 or 2 Radio-Pads attached to the computers serial ports. There are two identical panels in the Alarm Receiving coms setup, one for each Radio-Pad. The set up for each Radio-Pad can be left at the default settings.



1. **Com Port**
   Select the com port that the Radio-Pad is connected to (normally Com1).
2. **Computer com port baud rate**
   leave at default (4800).
3. **Serial coms protocol options**
   leave at default.
4. **RX**
   Receiving communication indicator.
5. **TX**
   Transmission communication indicator.
6. **Start/Stop coms button**
   click to switch Radio-Pad alarm reception on or off.

IP Setup

Montex can receive alarm signals via an IP connection to a network. This can be either a LAN or WAN or via the internet. The IP address and listening port of the computer that has Montex installed must be contactable from the transmitting device, this may require some configuration to network settings by your IT department.



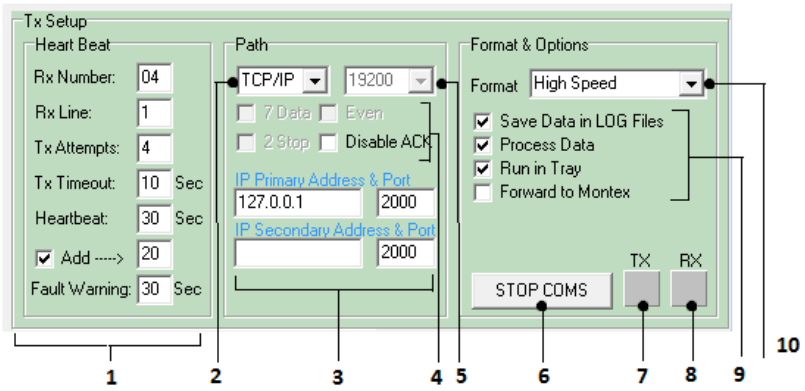
1. **Local IP address**
   of the PC on which Montex is installed.
2. **Log Connections**
   Check this box to have all connections logged.
3. **Conections**
   Shows the number of active connections – this will be 0 during setup.
4. **Listening Port**
   for Montex, this must be accessible from your reporting Alarms and may require some network configuration. Consult you IT manager if you are uncertain about this.
5. **Account**
   Shows the current active account – this will be 0 during setup.
6. **Start/Stop coms button**
   click to switch IP alarm reception on or off.

Alarm Event Transmission

Montex can forward received alarm activations to alarm management software. The output from Montex employs the Surguard protocol and can be used to communicate to any alarm management software which receives Surguard information. Texecom provide the Texbase Alarm management system which can be used in conjunction with Montex to monitor alarm transmissions.

NOTE *while other software – including Montex - may handle multiple formats Texbase is limited to ContactID*

The alarm transmission is setup in the TX set section of the coms setup screen



1. **TX Setup**
   Heartbeat parameters should be left at defaults.

2. **Path**
   Select IP for alarm management software running on the same computer or on a remote computer connected via the network. Select the com port number for computers with a direct serial connection.

3. **IP Address & Port**
   When using IP, select the IP address and port number for the remote system. If the alarm management software is running on the same machine use IP address 127.0.0.1.
   Up to 2 IP addresses can be specified for forwarding to more than 1 alarm management system.

4. **Serial Coms Protocol**
   should normally be left at defaults.

5. **Baud Rate**
   Set the baud rate when using serial coms, not functional when using IP.

6. **Coms Button**
   Starts or stops coms with alarm management system.

7. **TX**
   Transmit indicator.

8. **RX**
   Receive indicator.

9. **Configuration parameters**
   Save Data in LOG File
   saves data to a set of txt files in the Montex directory

   Process Data
   should always be selected.

   Run in Tray
   for a windows system tray icon.

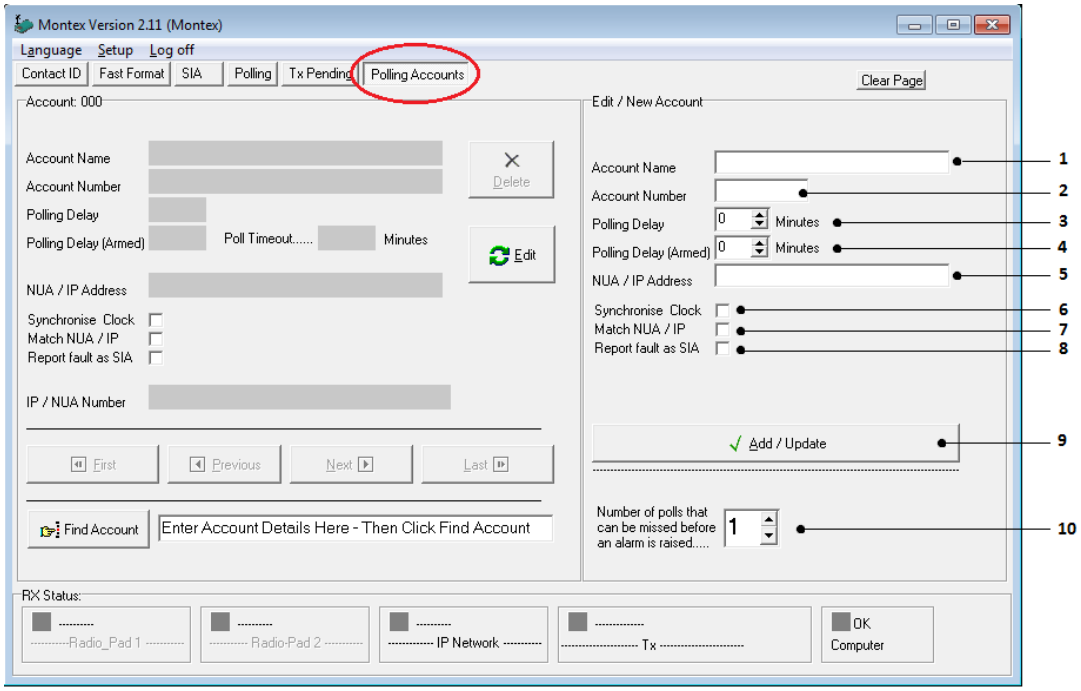
   Forward to Montex
   if sending data to another instance of Montex.

10. **Format**
    Always select High Speed.

IP Polling Accounts

With IP polling, Montex monitors all designated accounts and raises a failure to communicate event if they fail to poll within the polling period. The IP coms and polling must first be set up at the control panel, refer to the coms section of the Premier Installation Manual for setting this up.

To set up polling in Montex, after logging in, select Polling Accounts and enter the panel details then click Add/Create.



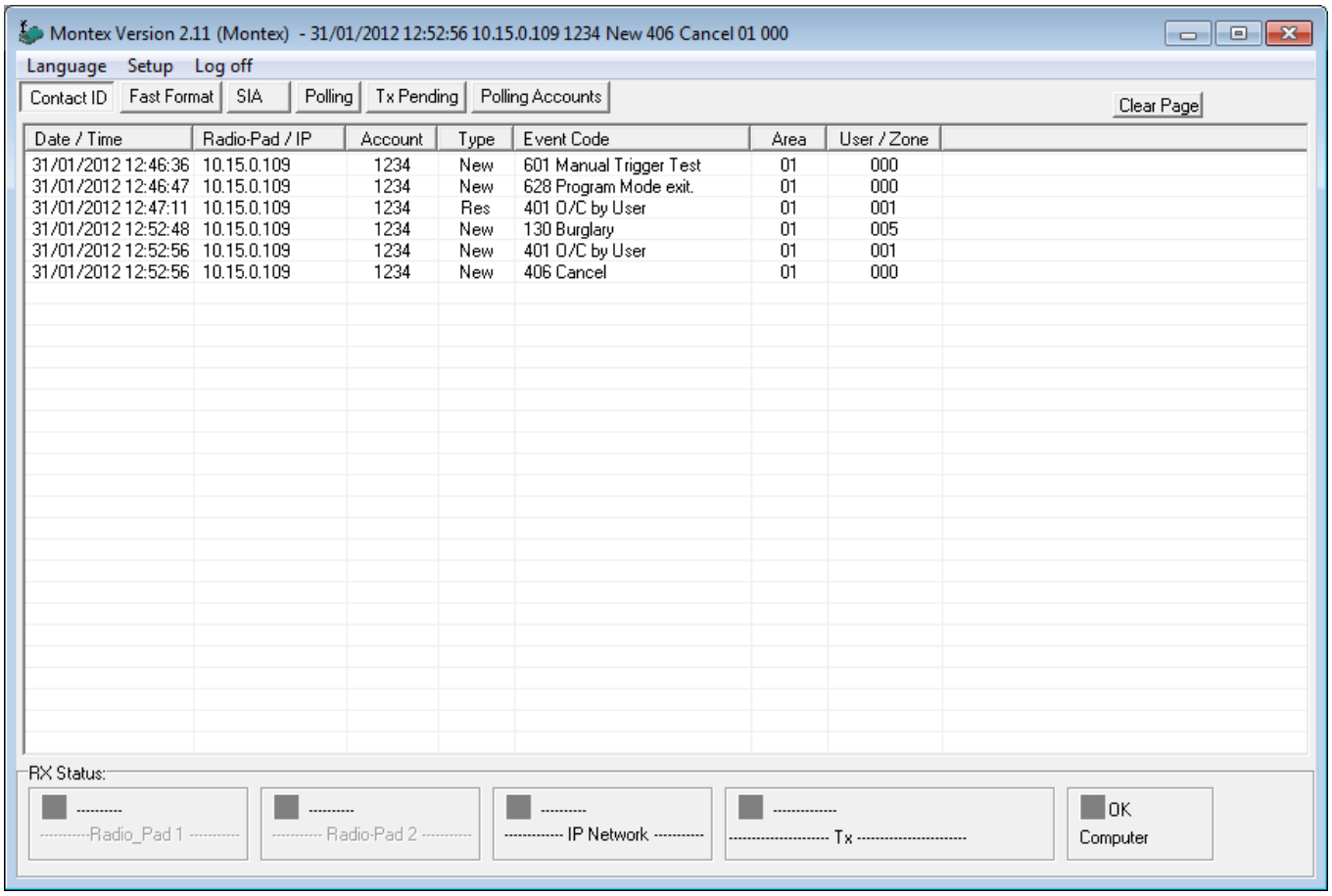
The panel will poll in according to the **'Poll IP every'** timer in the panel setup, when the panel polls in this timer will be changed according to the account settings in Montex.

1. **Account Name**
   this is a local account identifier, usually referring to the alarm premises.
2. **Account Number**
   this is the unique account identifier, this must be the same as the account No set in the control panel ARC settings.
3. **Polling Delay**
   when the panel polls in, the polling delay will be set to this value if the system is unarmed.
4. **Polling Delay(Armed)**
   when the panel polls in, the polling delay will be set to this value if the system is armed.
5. **NUA/IP address**
   this need not be entered unless Match NUA/IP(7 below) is checked. Record the alarm panels fixed IP address here.
6. **Synchronise Clock**
   if checked, the panel clock will be set to the Montex PCs time and date.
7. **Match NUA/IP**
   if checked, Montex will only accept signals for this account from the IP specified in the IP Address (5 above).
8. **Output fault as SIA**
   by default polling faults are output as ContactID format, if this is checked, they are output as SIA format. If Texbase is being used as the Alarm Management software, leave this unchecked.
9. **Add/Update button**
   click this to add the new account details or to update an existing account.
10. **Poll Timer**
    If a poll is not made within this timer then an alarm will be flagged up in Texbase.

Operating Montex

Once the communications have been set up and switched on as described in section 3 above, Montex can be left to run in the back ground. Any alarm signal reported to Montex will be processed and forwarded to the designated Alarm Management software.

Processed signals will also be recorded in Montex on the relevant page for each signal protocol type. This can be useful for diagnostic purposes, to confirm that panel signals are being correctly received. The currently displayed page can be cleared by clicking the 'Clear Page' button at the top of the screen.



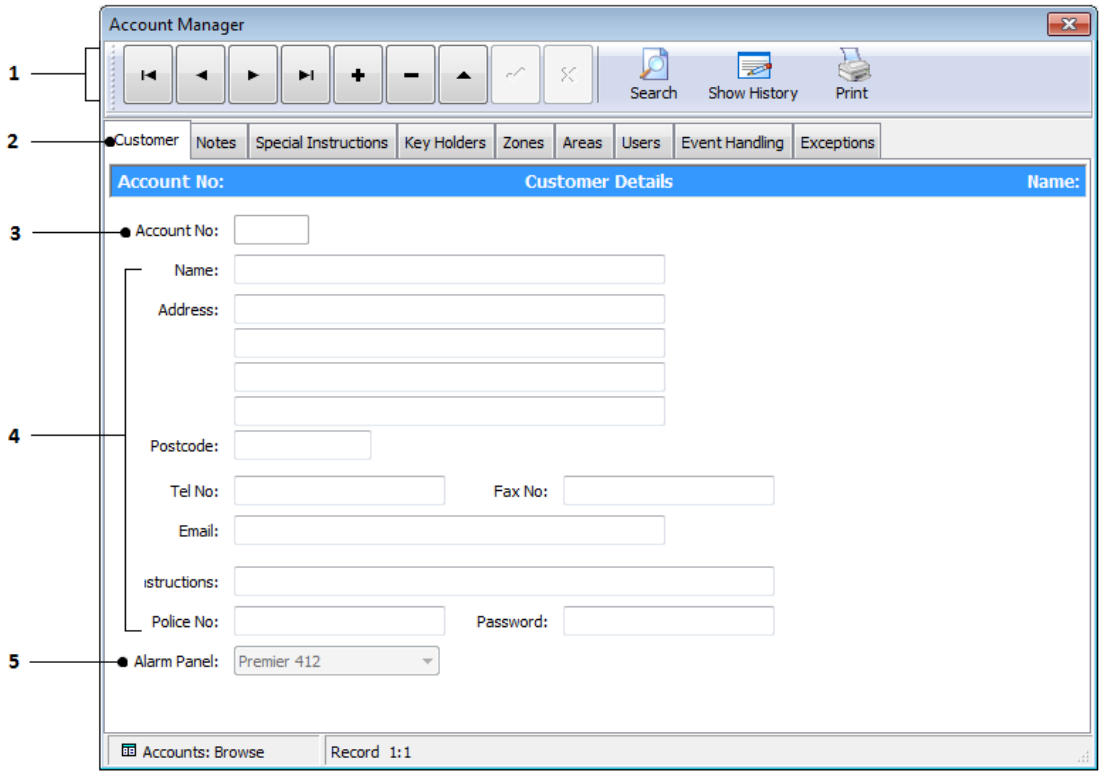
The status lights at the bottom of the screen indicate activity from the radio pads, ComIP or the Alarm Management Software (Tx). The 'OK Computer' status light indicates correct connection with the Alarm Management system.

Texbase

Texbase receives the forwarded data from Montex and outputs the information as required and defined by the account.

Once Texbase is open, you will need to first create an account for the site being monitored.

Account Setup



When you are in the menu 'account manager' the screen will mimic the above.

1. **Navigation Buttons**
   These are the tools needed for adding, editing, deleting and scrolling through the accounts. Once you have created accounts you can select 'show history' to show all associated.

   Note Once you select new (+) the tick and cross icons become active.

2. **Customer Tab**
   The 'customer' tab shows all current fields

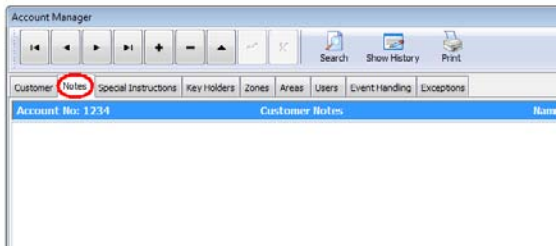
3. **Account Number**
   This is the unique account identifier, this must be the same as the account No set in the control panel ARC settings.

4. **Customer Details**
   These fields are customer orientated, and are not mandatory for Texbase to function.

5. **Alarm Panel**
   Select the alarm panel being used to communicate to Texbase.

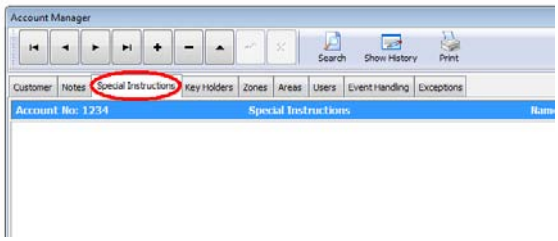
Notes

The Notes Tab is where you can store information regarding the customer's site.



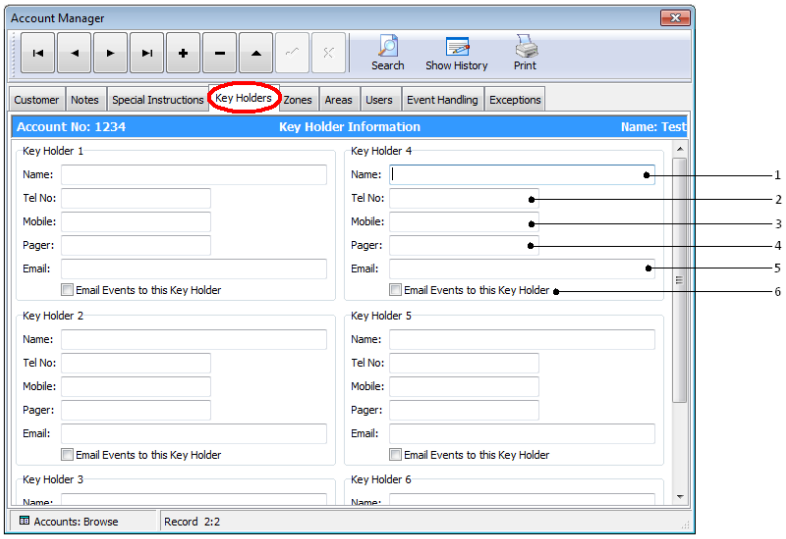
Special Instructions

The special instructions tab can be used to make specific instructions in regards to the install, providing date and time stamps along with task name that needs to be undertook at said interval.



Keyholders

The Key holder information tab holds the information of the key holders of the site if they need to be contacted.



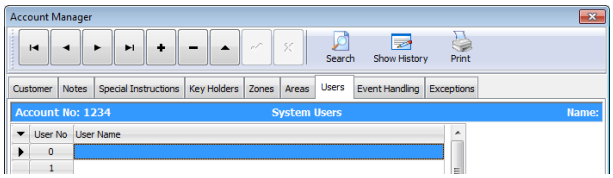
You can store a total of 6 key holders within Texbase

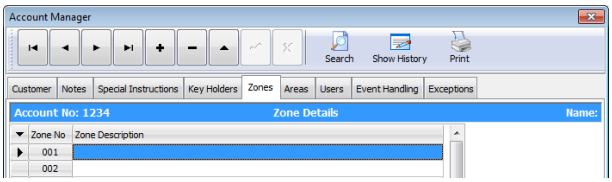
1. **Name**
   Enter the key holders name in this field
2. **Tel Num**
   Enter the key holders name in this field
3. **Mobile**
   Enter the key holders mobile in this field
4. **Pager**
   Enter the key holders pager number in this field
5. **Email**
   Enter the key holders email address in this field

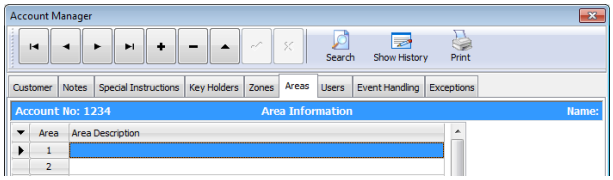
NOTE *If the system is setup to email certain events (see page15) and the email information options are filled in (see page 15) upon selecting this option the said email will be sent.*

Zones/Areas/Users

You can import or manually enter the details for these fields. The advantages of filling these fields with information is that instead of standardised messages e.g. User 002 Close / Zone 002 alarm etc. you can see site specific information.





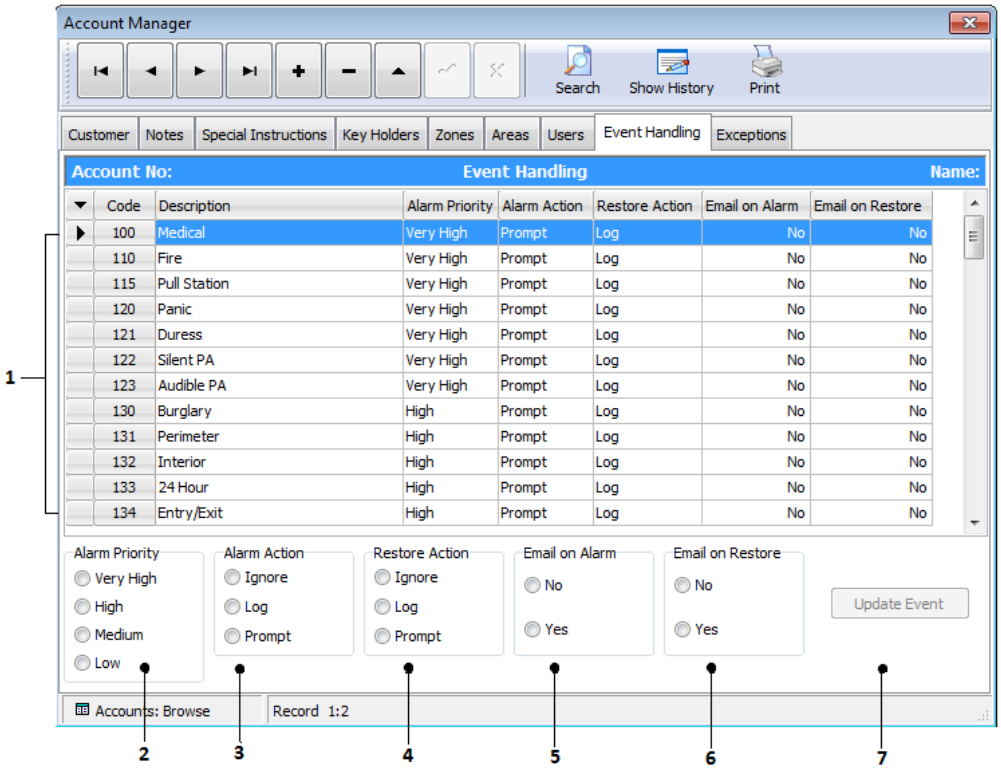


Site Specific Information shown

Date & Time	Acc. No	Event Description
01-Feb-12 - 13:15.42	1234	Downstairs: Burglary Alarm - Zone 003 (Kitchen PIR)
01-Feb-12 - 13:15.53	1234	Downstairs: Opened by User 001 (Clive)
01-Feb-12 - 13:15.32	1234	Downstairs: Closed by User 001 (Clive)

Event Handling

Event handling is used to customize each event to the requirements of a specific site. Logs/prompts/ and emails to key holders are fully customizable.



1. **Code Numbers**
   The code numbers on the left hand side are the unique numerical way of identifying the event, this follows Contact ID codes.

2. **Alarm Priority**
   This sets the priority of the event:-

   Low
   Single Ping noise made by Texbase – text in green

   Medium
   Single Ping noise made by Texbase – text in yellow

   High
   Mutable Ping noises made by Texbase – text in orange

   Very high
   Unlimited Ping Noise made by Texbase (until acknowledged) – Text in red

3. **Alarm Action**
   When the individual event is in alarm, you can chose per event how Texbase manages the event;

   Ignore
   If an alarm event is set to ignore, Texbase will not log nor alert for this event

   Log
   If an alarm event is set to Log, Texbase will only log the event without giving any visible or audible indication

   Prompt
   If an alarm event is set to Prompt, Texbase will flag up on the main screen with the information, whilst causing an audible indication which would be defined by the alarm priority.

4. **Restore Action**
   When the individual event restores , you can chose per event how Texbase manages the event;

   Ignore
   If the restore event is set to ignore, Texbase will not log nor alert for this event

   Log
   If the restore event is set to Log, Texbase will only log the event without giving any visible or audible indication

   Prompt
   If the restore event is set to Prompt, Texbase will flag up on the main screen with the information, whilst causing an audible indication which would be defined by the alarm priority.

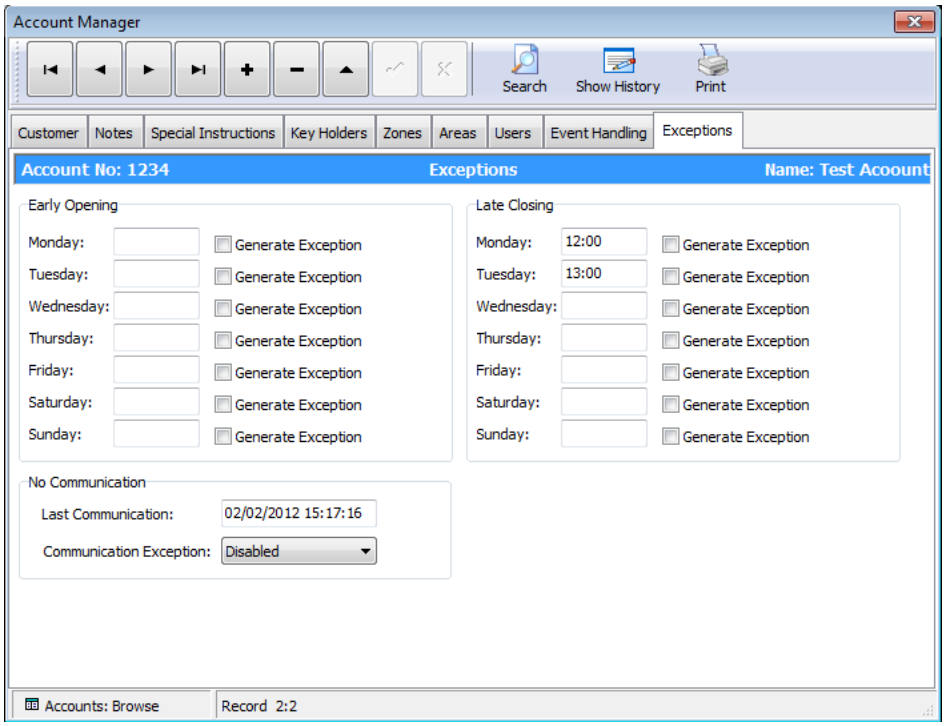
5. **Email on alarm**
   With this option set to 'yes' as long as the email server information has been programmed (see page 15) and the key holders email address has been filled in (see page 11) this will then email the key holder the relevant information displayed in Texbase in the event of an alarm

6. **Email on restore**
   With this option set to 'yes' as long as the email server information has been programmed (see page 15) and the key holders email address has been filled in (see page 13) this will then email the key holder the relevant information displayed in Texbase in the event of a restore

7. **Update event**
   This button will become active once a change has been made to an event and will store the parameters in Texbase.

Exceptions

Under the Exceptions tab you can generate exceptions for early openings/ late closings and no communications (polling), these will indicate in Texbase if the exception is out.

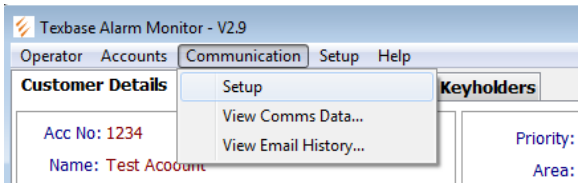


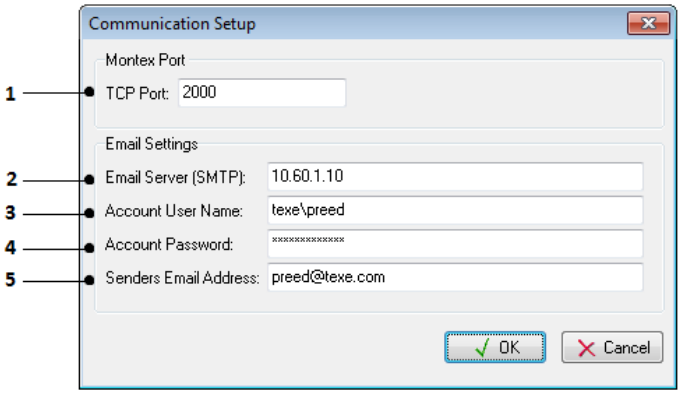
Email Setup

Texbase has the facility to send key holders emails on alarm events (this is defined on page 11).

Communications Setup

To get to the email set up page you will need to – Communications – Setup.



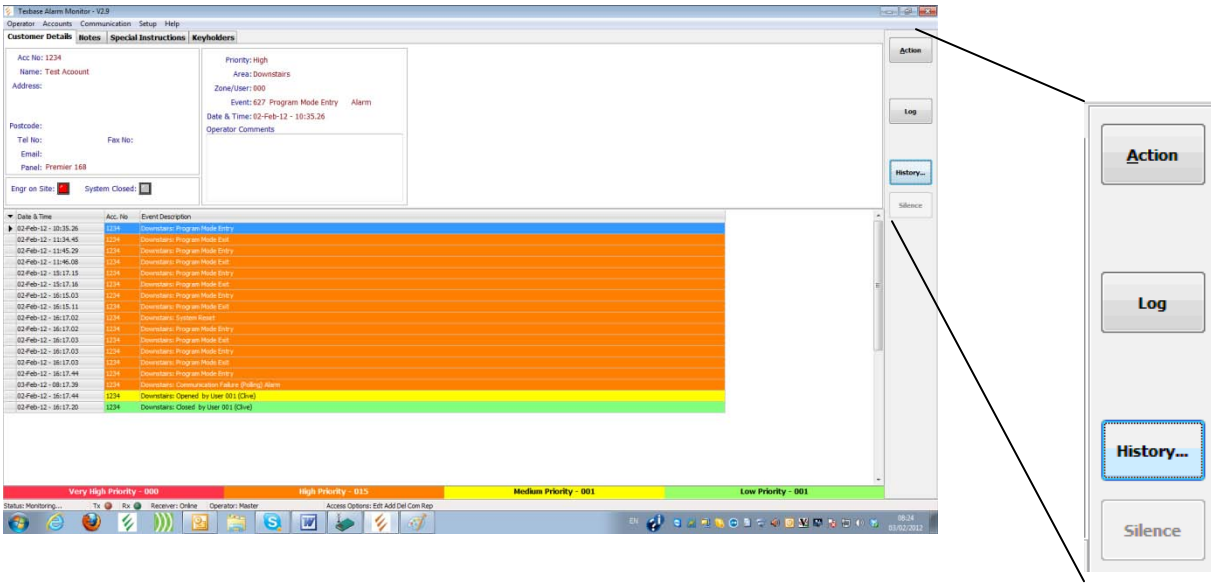


1. **TCP Port**
   This is the port number Texbase will receive messages on forwarded from Montex, to set up this port in Montex please see page 6
2. **Email Server (SMTP)**
   address is the address of the server being used for the forwarding of emails.
3. **Account User Name**
   This is user name of the email account.
4. **Account Password**
   This is the password for the email account
5. **Senders Email Adress**
   The senders email address field is used to define the email address that sends data to the required recipients.

Using Texbase

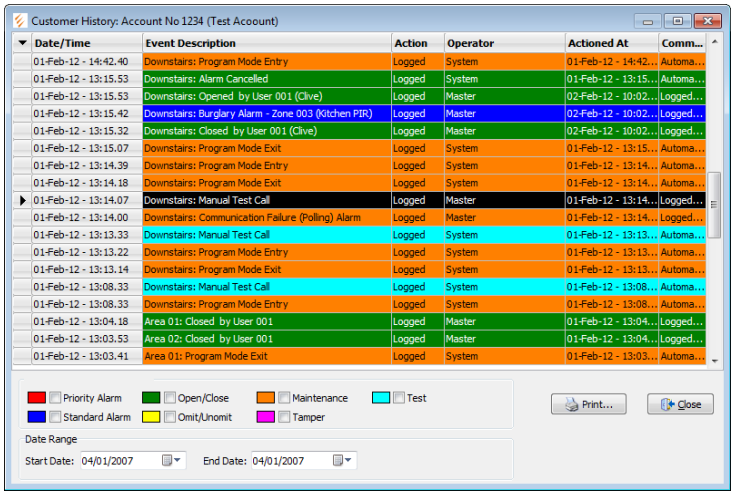
After setup is complete, Texbase will await events forwarded from Montex.

With Texbase minimized events can still come through and Texbase will take priority on the screen (become maximized as long as the event is set to prompt see page 13)



Once an event comes through to Texbase the operator of the system has 4 options for each individual event;

- **Action**
  once the operator has added to the individual event, the event then can be defined as actioned in the history for the account by selecting the 'action' button.
- **Log**
  once the operator has added comments (not required for logging) to the individual event, the event then can be defined as logged in the history for the account by selecting the 'log' button.
- **Silence**
  if an event is set as 'High priority' or 'Very high priority' (see page 13) Texbase will create a 'ping' noise until silenced (if set as very high priority) to silence the event select the 'silence' button
- **History**
  Upon selecting the history button it will take you to a new screen displaying the history of the unique site;



Events can be filtered by type by selecting the types of events to view.