



OpenTech IoE: Internet of Everything

R20 Release Notes

September 22, 2020

Updated 1/11/2021

SmartEye Video Integration

Release 20 introduces SmartEye Video, the tenth integration supported by the OpenTech IoE platform. Other integrations currently available include: INSOMNIAC CIA (Access Control); INSOMNIAC SmartDoor (Office analytics); INSOMNIAC SmartGate (Gate analytics); INSOMNIAC Individual Unit Alarms; PTI Keypad; DaVinci Lock System; HVAC; Call Center and an Alexa Skill.

The SmartEye Video Integration incorporates a sophisticated video system using artificial intelligence and machine learning technology to detect, intercept and alert intrusions.

There are three options available for SmartEye Video Integration:

- SmartEye + VST
 - Includes monitoring by a Video Security Team (VST).
 - Provides live interaction deterring unwanted visitors.
 - The VST team acts as the “alert” and may notify facility management and authorities depending on the situation.
- SmartEye (Non-VST)
 - Self-monitored offering where facility owner / operator is responsible for monitoring the system and responding to the alerts (or hiring a private security firm).
- Hybrid
 - A single facility can be configured for both VST and Non-VST setups.
 - Requires two video hubs.
 - Cameras can be shared within the same facility.

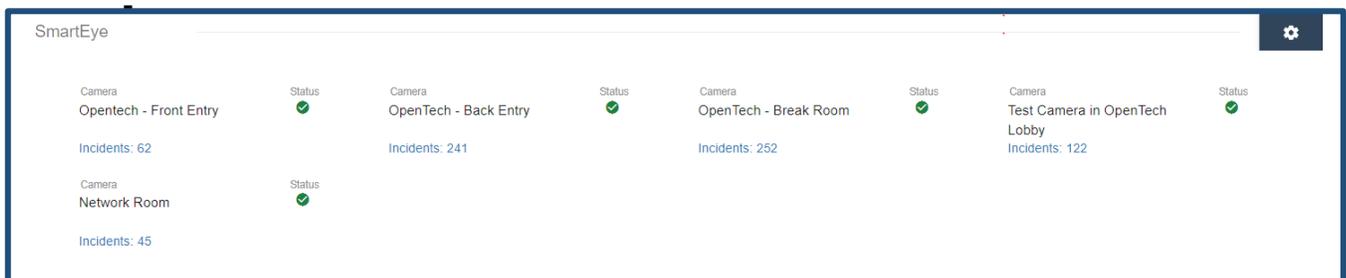
All set-ups include the following functionality now available in the Control Center:

- Configure monitoring devices (cameras, video hub).
- View facilities and status linked to a SmartEye Video integration.
- See incidents and associated video clips for any configured camera.
- Receive text and / or e-mail alerts when an incident occurs or when a camera or video hub is not communicating.

There is a one-time standard Setup, Training and Customization (STC) fee of \$199 per facility for the configuration of SmartEye Video Integration.

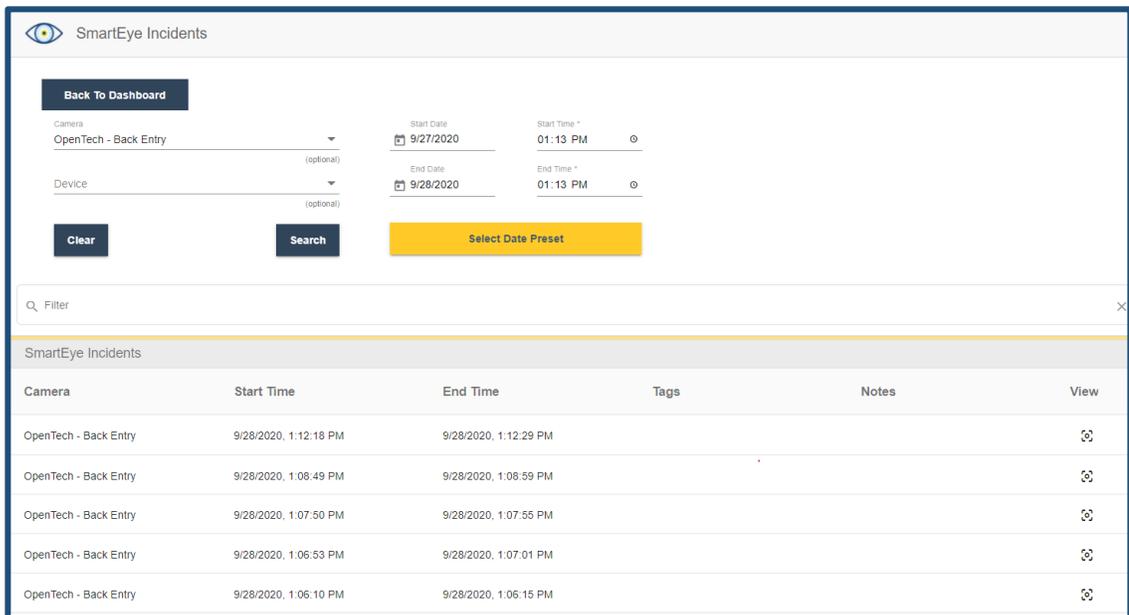
Video Camera Dashboard Widget

- SmartEye is accessible on the Dashboard by the following roles: STC Admin, Account Admin, Regional Manager, Facility Manager, and Read-Only Account Admin.
- SmartEye is currently not viewable on the Dashboard by the following roles: Live Agent, Read-Only Facility Manager and Installer.
- If SmartEye is not configured, Control Center user will see the following text in lieu of the video camera Dashboard widget:
 - "Want to connect SmartEye cameras?"
 - Contact your account administrator to begin configuration."
- If SmartEye is configured for the selected facility, Control Center user will see the SmartEye Dashboard widget displaying:
 - Camera - Name(s) and Status:
 - **Green** – indicates a camera is connected to a live network and operational
 - **Red** – indicates the camera is disconnected and / or not operational
 - Number of reported incidents by camera over the last 24-hour period.



Video Incident Detail Screen

- Select the link associated with the incident count to see details:
 - Camera Name
 - Start Time
 - End Time
 - Tags (if applicable) – Applied by the Virtual Security Team for SmartEye + VST to categorize an incident (e.g., break in). Tags aid in easy identification of like incidents.
 - Notes (if applicable) – Added by the Virtual Security team for SmartEye + VST providing additional details about an incident.
 - View Video (incident)
 - Incident date and / or time range can be set to the past 24 hours, last 7 days or prior 30 days. Alternatively, a specified custom date range can be selected.
 - The incident result set can be filtered by, for example, start date / time or end date / time.
 - A different camera can be selected for incident reporting.
- Select 'Back to Dashboard' to exit out of the SmartEye Video Incident Detail screen.

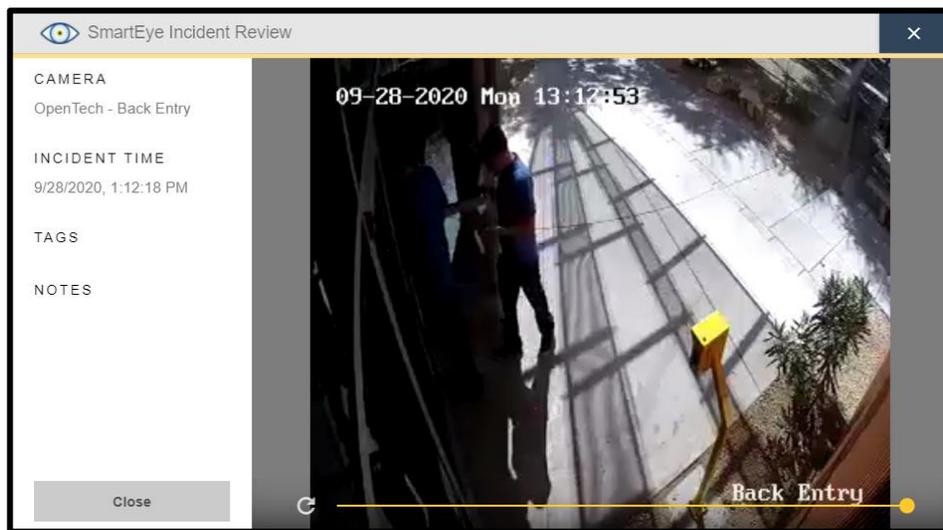


The screenshot displays the 'SmartEye Incidents' interface. At the top, there is a 'Back To Dashboard' button. Below it are search filters for 'Camera' (set to 'OpenTech - Back Entry'), 'Device', 'Start Date' (9/27/2020), 'Start Time' (01:13 PM), 'End Date' (9/28/2020), and 'End Time' (01:13 PM). There are 'Clear', 'Search', and 'Select Date Preset' buttons. A 'Filter' input field is also present. Below the filters is a table of incident details.

Camera	Start Time	End Time	Tags	Notes	View
OpenTech - Back Entry	9/28/2020, 1:12:18 PM	9/28/2020, 1:12:29 PM			
OpenTech - Back Entry	9/28/2020, 1:08:49 PM	9/28/2020, 1:08:59 PM			
OpenTech - Back Entry	9/28/2020, 1:07:50 PM	9/28/2020, 1:07:55 PM			
OpenTech - Back Entry	9/28/2020, 1:06:53 PM	9/28/2020, 1:07:01 PM			
OpenTech - Back Entry	9/28/2020, 1:06:10 PM	9/28/2020, 1:06:15 PM			

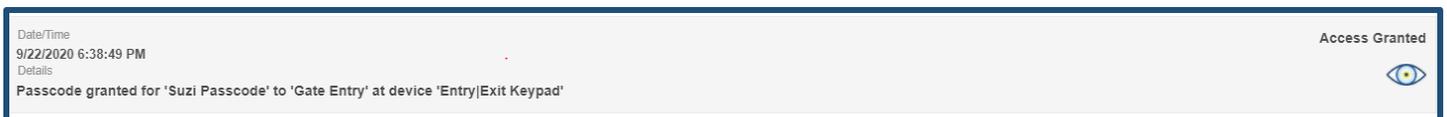
- View Incident Video

- Click on the icon in the View column on the Video Incident Detail screen.
- Displays the video clip associated with the selected incident.
- The incident date and time displayed in the left box are based on facility time.
- The date and time programmed in the DVR will reflect on the video clip.
- Daylight savings time, for example, could cause a variance. Reset the DVR to current facility time to resolve.



Events for Facility

- A SmartEye eyeball icon to the right of an event means there is a mapping between a camera and a monitored device (e.g., entry keypad).
- Selecting the SmartEye eyeball icon brings up the details for the incident along with the associated video clip.



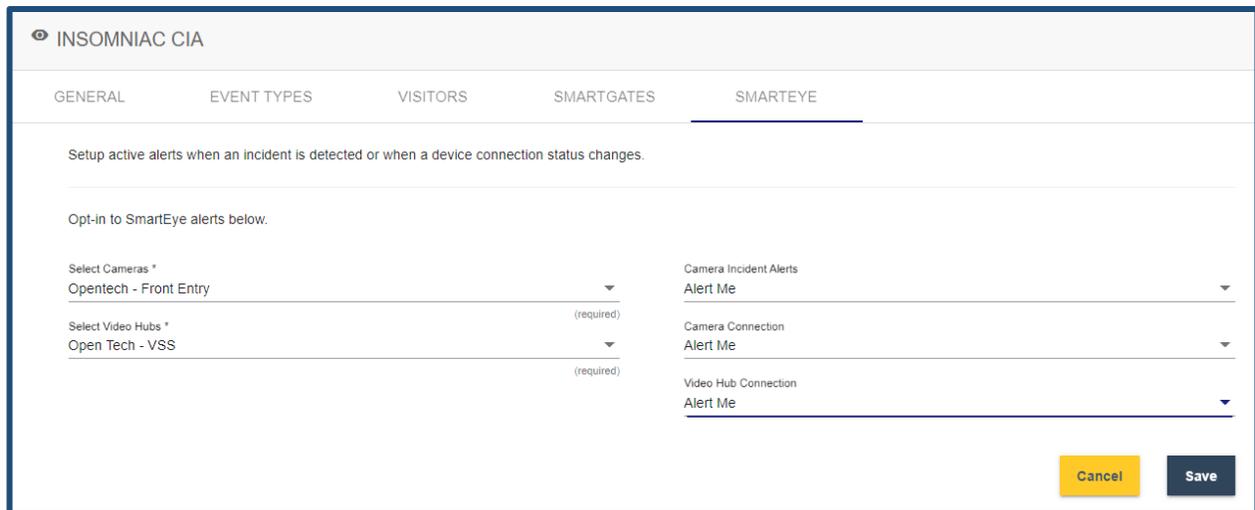
SmartEye Alerts

Overview:

- Control Center user can opt in for SmartEye text and / or e-mail alerts.
- Control Center user must first elect text and / or e-mail alerting via the General tab.
- The General tab controls the time range and method of notification for all scheduled alerts.
- Time range for SmartEye monitoring can also be set in the video analytics portal by STC Admin so that alerting will not occur during this timeframe.
- The standard monitoring period for a SmartEye + VST location is 12 hours.

Alert Options:

- A new tab was added for SmartEye alerts.
- Opt in for SmartEye alerts for select or all cameras when an incident is detected.
- Opt in for SmartEye alerts for select or all cameras if disconnected and / or not operational.
- Opt in for SmartEye alerts for the video hub (or multiple video hubs if applicable).
- Select 'Don't Alert Me' OR 'Alert Me'.



The screenshot shows a configuration page for 'INSOMNIAC CIA' with tabs for GENERAL, EVENT TYPES, VISITORS, SMARTGATES, and SMARTEYE. The SMARTEYE tab is active. The page contains the following elements:

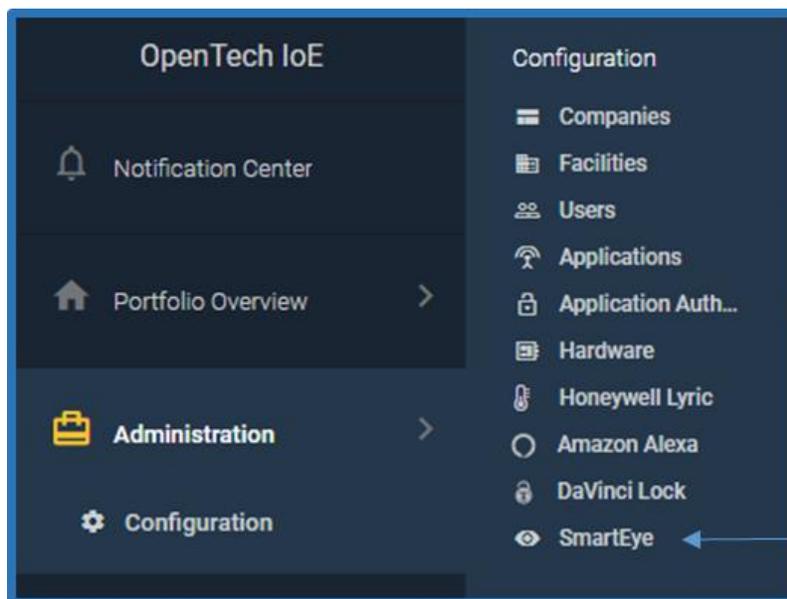
- Section: Setup active alerts when an incident is detected or when a device connection status changes.
- Section: Opt-in to SmartEye alerts below.
- Form fields:
 - Select Cameras * (required): Opentech - Front Entry
 - Select Video Hubs * (required): Open Tech - VSS
 - Camera Incident Alerts: Alert Me
 - Camera Connection: Alert Me
 - Video Hub Connection: Alert Me
- Buttons: Cancel (yellow), Save (dark blue)

Account Admin Access

- The majority of set up / configuration related tasks are restricted to STC Admin role.
- Account Admin has access to limited functionality in the Administration => Configuration => SmartEye section of the Control Center outlined below,

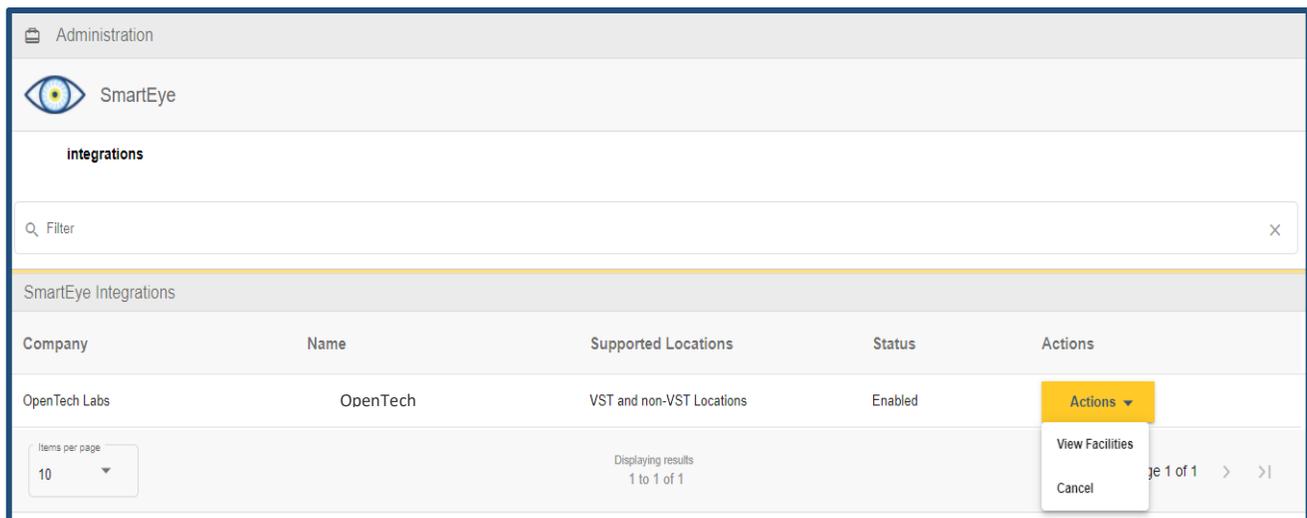
Accessing SmartEye Configuration

- A new tab in the name of 'SmartEye' was added to the left Navigation in the Control Center (Administration => Configuration => SmartEye).



SmartEye Administration Screen

- Selecting 'SmartEye' from the left Navigation brings up the SmartEye Administration screen for Account Admin (and STC Admin) role.
- Displays the List View of SmartEye integrations showing:
 - Company
 - Integration Name
 - Supported Locations (i.e., facilities associated with the integration)
 - Integration Status (Enabled / Disabled)
- The following action is available to Account Admin on the Integrations screen:
 - View Facilities (i.e., locations associated with a SmartEye integration)



Administration

SmartEye

integrations

Filter

SmartEye Integrations

Company	Name	Supported Locations	Status	Actions
OpenTech Labs	OpenTech	VST and non-VST Locations	Enabled	Actions ▾ View Facilities Cancel

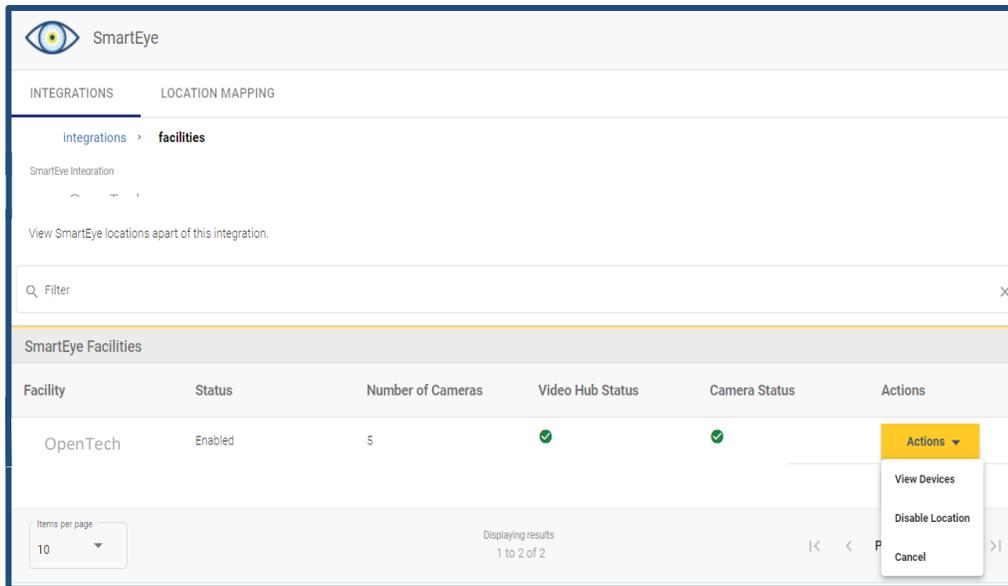
Items per page: 10

Displaying results 1 to 1 of 1

Page 1 of 1 > >|

View SmartEye Facilities

- List View shows SmartEye locations (facilities) associated with the selected integration:
 - Facility
 - Status (Enabled / Disabled)
 - Number of Cameras
 - Video Hub and Camera Status
 - **Green** – indicates the camera is connected to a live network and operational
 - **Red** – indicates the camera is disconnected and / or not operational
- The following actions are available on the Facilities screen to Account Admin:
 - View Devices
 - Disable Location (select to disable or re-enable an integration for a given location)



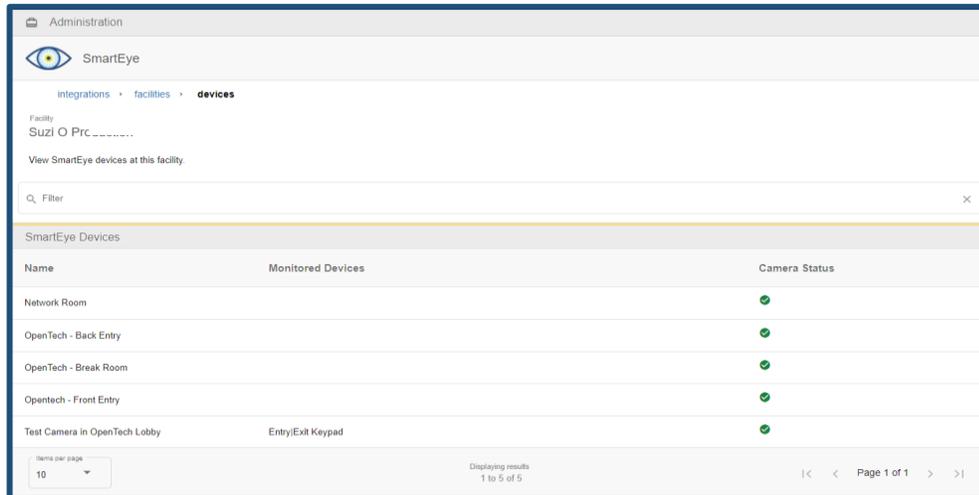
The screenshot displays the SmartEye interface. At the top, there's a header with the SmartEye logo and navigation tabs for 'INTEGRATIONS' and 'LOCATION MAPPING'. Below this, a breadcrumb trail shows 'Integrations > facilities'. A search bar labeled 'Filter' is present. The main content area is titled 'SmartEye Facilities' and contains a table with the following data:

Facility	Status	Number of Cameras	Video Hub Status	Camera Status	Actions
OpenTech	Enabled	5	✔	✔	Actions View Devices Disable Location Cancel

At the bottom of the table, there is a pagination control showing 'Items per page' set to 10, and a status indicator 'Displaying results 1 to 2 of 2'.

View SmartEye Devices

- Displays a List View of SmartEye devices for the selected facility:
 - Device Name
 - Monitored Devices (e.g., Entry Keypad)
 - Camera Status (Green / Red)
 - **Green** – indicates the camera is connected to a live network and operational
 - **Red** – indicates the camera is disconnected and / or not operational



The screenshot shows the 'Administration' page for 'SmartEye'. The breadcrumb trail is 'Integrations > facilities > devices'. The facility selected is 'Suzi O PrC-----'. Below the breadcrumb trail, there is a search bar labeled 'Filter'. The main content area is titled 'SmartEye Devices' and contains a table with the following data:

Name	Monitored Devices	Camera Status
Network Room		✓
OpenTech - Back Entry		✓
OpenTech - Break Room		✓
Opentech - Front Entry		✓
Test Camera in OpenTech Lobby	Entry/Exit Keypad	✓

At the bottom of the table, there is a pagination control showing 'Items per page' set to 10, 'Displaying results 1 to 5 of 5', and 'Page 1 of 1'.

The following stories are included in SmartEye Video Integration (Epic ACS-3826):

- [ACS-3827] - Add SmartEye Option to Left Navigation
- [ACS-3884] - Video Integrations List View
- [ACS-3885] - Add Integration
- [ACS-3886] - Edit Integration
- [ACS-3887] - Delete Integration
- [ACS-3888] - Location Mapping List View
- [ACS-3889] - Facility List View
- [ACS-3890] - Edit Location Mapping
- [ACS-3891] - Video Camera Facility List View
- [ACS-3892] - Edit Camera
- [ACS-3893] - Video Camera Dashboard Widget
- [ACS-3894] - Video Camera Dashboard Widget - Incident Detail Screen
- [ACS-3895] - Video Incident Dashboard - Video Incident Detail Screen
- [ACS-3896] - Events for Facility
- [ACS-3898] - Video Alerts Tab
- [ACS-3899] - Video Incident Alert Setup

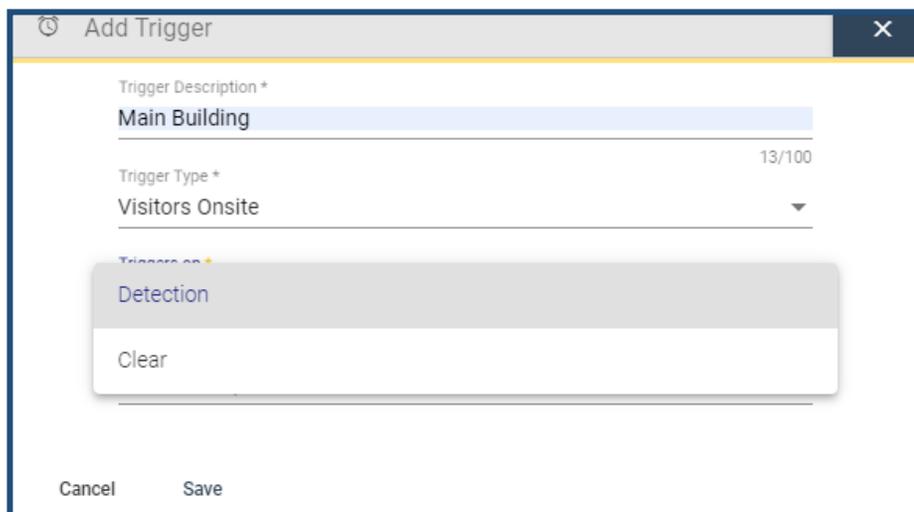
The following enhancements are included in Release 20:

[ACS-3839] – New Trigger Type - A new Trigger type is available in the name of “Visitors Onsite”.

The Trigger can be configured to energize a relay or relays when the first visitor is on site and then de-energize the relay or relays when there are no longer any visitors on site.

Configuring the Visitors Onsite” Trigger type:

- The new Trigger type requires a Firmware upgrade. As of January 7, 2020, the latest firmware is 2.100o.
- Visitors Onsite triggers
 - o Detection
 - At least one visitor on premise
 - Relay/s energized
 - o Clear
 - No visitors on premise
 - Control Center clears visitor/s from onsite
 - Relay/s de-energized
- Action Group
 - o There is no required Action Group associated with the Visitors Onsite trigger.
 - o The Action group is arbitrary based on what best suits the facility; e.g., Lights On, Lights Off.
 - o The associated action type is Log Message to Cloud.



Release 20 enhancements (cont'd)

[ACS-3873] – Display Honeywell Integration Listing – View shows all existing integrations across accounts for authorized users.

[ACS-3874] – Display Amazon Alexa Integration Listing – View shows a list of all Amazon Alexa integrations across accounts for authorized users.

[ACS-3875] – Display DaVinci Lock Integration Listing - View shows all existing integrations across accounts for authorized users.

[ACS-3946] – Update Honeywell Thermostat Alert Settings – Control Center user can opt into Alerting for multiple Honeywell thermostats for connection, temperature and humidity status.

OpenTech Support

The OpenTech IoE / CIA team is available to address any questions:

- (602) 773-1700 (Option 1) **or** via email at ioesupport@opentechalliance.com