

# OpenTech IoE



## Control Center Configuration Guide

February 2020

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# Individual Unit Alarm Configuration Guide

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### Individual Unit Alarms - Overview

OpenTech IoE Release 16, deployed into production on December 5, 2019, introduces Individual Unit Alarms as the eighth integration supported by the OpenTech IoE platform. Other integrations currently available include: [INSOMNIAC CIA](#) (Access control); [INSOMNIAC SmartEye](#) (Security monitoring); [INSOMNIAC SmartDoor](#) (Office analytics); [INSOMNIAC SmartGate](#) (Gate analytics); [HVAC](#); [Call Center](#); and an Alexa skill.

The Unit Alarm circuit board is designed for customers who have made an investment in unit alarms and do not want to abandon that investment and/or they use the availability of alarms as a marketing tool.

The Individual Unit Alarm circuit board works in conjunction with magnetic contact sensors mounted on the rollup or swing door of individual units, and the [INSOMNIAC CIA](#) gateway. Each Unit Alarm circuit board has the capacity to monitor up to 96 hardwired unit sensors. Using the OpenTech IoE Control center operators can receive email or text alerts when an alarm condition occurs at the property.

The Unit Alarm circuit board is designed to retrofit older common wire individual alarms. Each unit requires a magnet/contact to detect when the unit door is opened or closed. This magnet/contact is wired back to the Unit Alarm circuit board. The Unit Alarm circuit board is typically mounted on the buildings and RS485 or wireless communication back to the Gateway. The board requires power from either from the Gateway Controller or a local power supply (12 – 24 V).

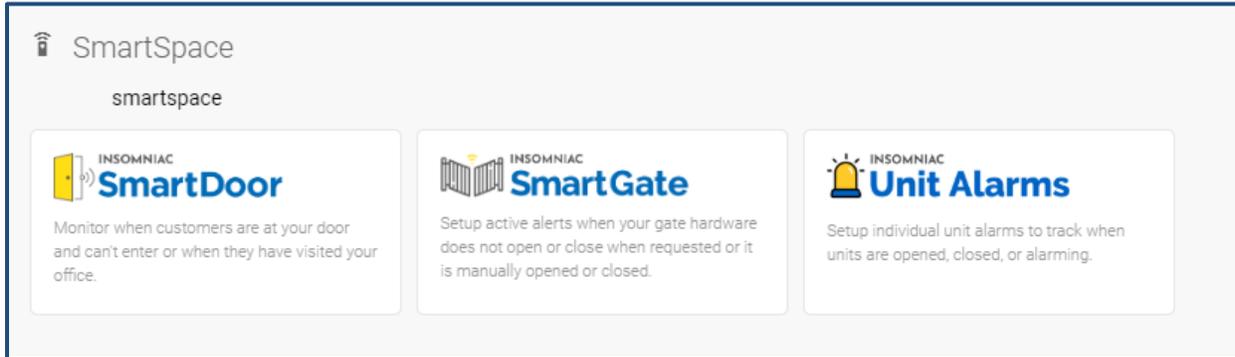
If replacing PTI systems, the Unit Alarm circuit board will fit inside of the PTI enclosure and uses the same connectors and power making for an easy upgrade. If replacing a Sentinel Individual Unit Alarm system, then an enclosure would be required to be replaced.

*The Unit Alarm board is available as an add-on product for OpenTech INSOMNIAC CIA customers. This set-up also requires a one-time STC fee of \$29 per facility.*

- Refer the CIA Individual Unit Alarm Installation Manual. This installation guide is for use with the INSOMNIAC CIA Hardwired Individual Unit Alarm.
- It is recommended that a certified, licensed and component installation company perform the installation.
- The Unit Alarm feature requires an upgrade of Gateway Controller firmware to a minimum of v2.000g.

## Individual Unit Alarms – Accessing in Control Center

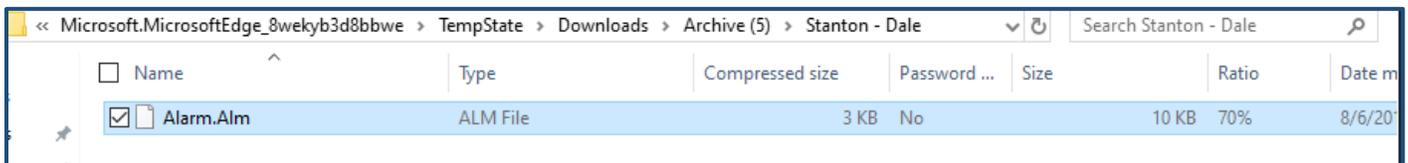
- A new icon is available on the Facilities => Configuration => SmartSpace screen for Individual Unit Alarms.



## Individual Unit Alarm Import – Alarm Configuration File Upload Utility

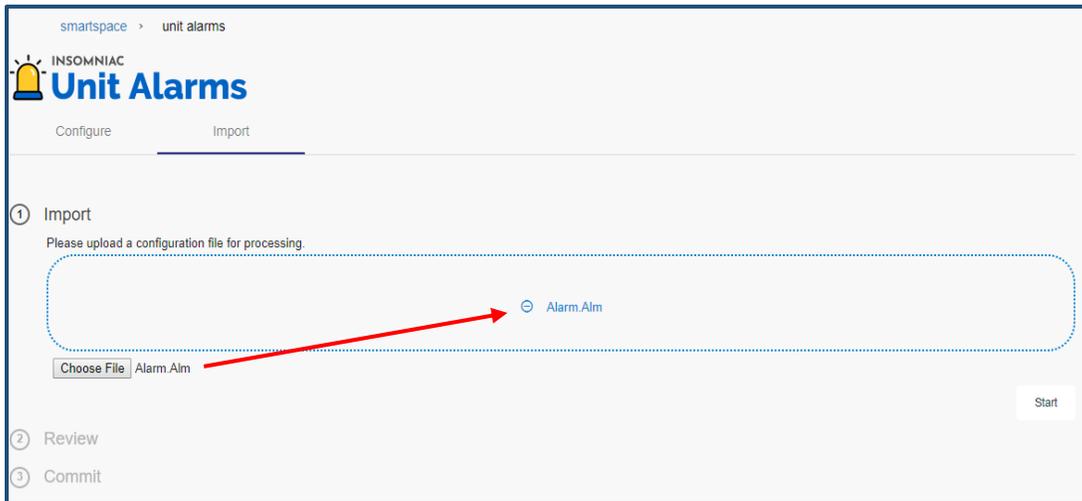
- The Individual Unit Alarms Import List view includes the following functionality:
  - *Import* – Upload the alarm configuration file
  - *Review* - Accept imported file or correct errors
  - *Commit* – Save the alarm data to the database
- Select the alarm configuration file to be imported:
  - Control Center Admin user will navigate to the file to be imported
  - The file can be stored be on a local or shared drive
  - The default file name is alarm.alm
  - Only files with .alm extensions are supported

➤ The Import process will overwrite the existing unit alarm configuration.

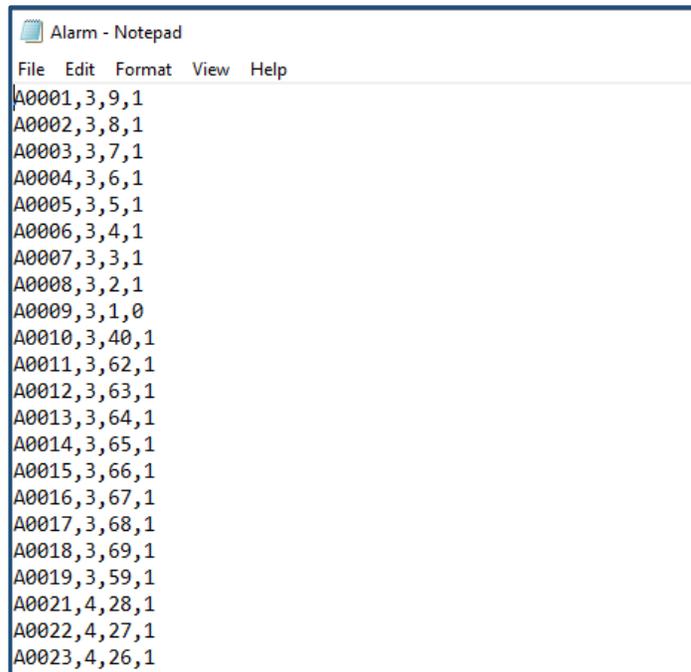


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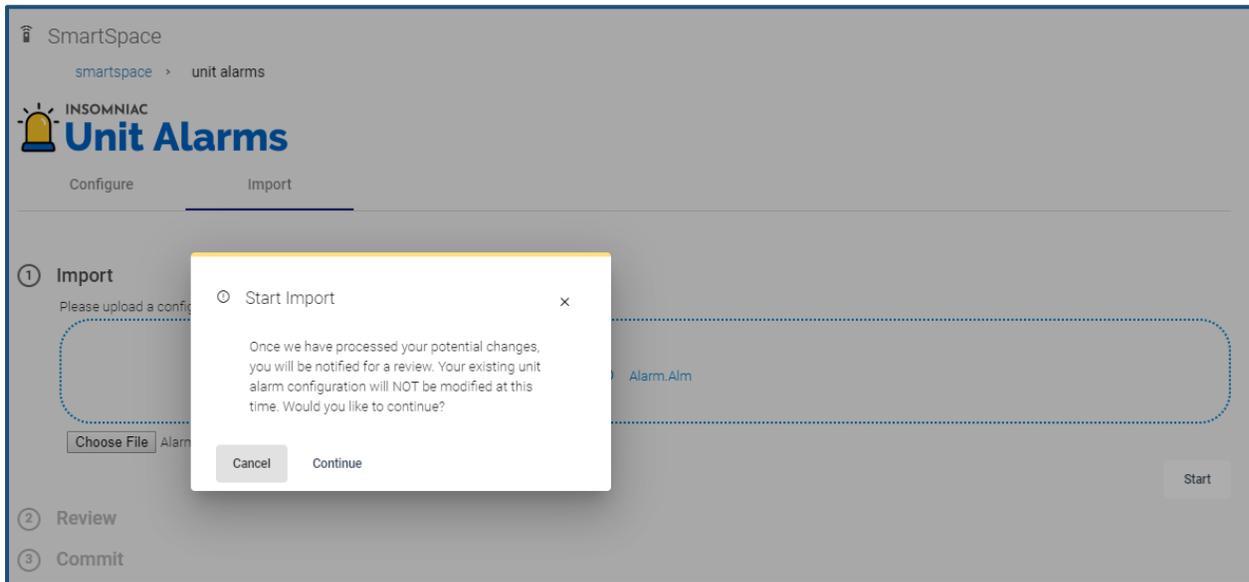
- The format of the alarm configuration file is:
  - Unit Number (e.g. A0001)
  - Board Number; Device Number; matches to PTI Mux (e.g. 3)
  - Channel Number / Input (e.g., 9)
  - Status - Enabled for Alarming (1) or Disabled for Alarming (0)



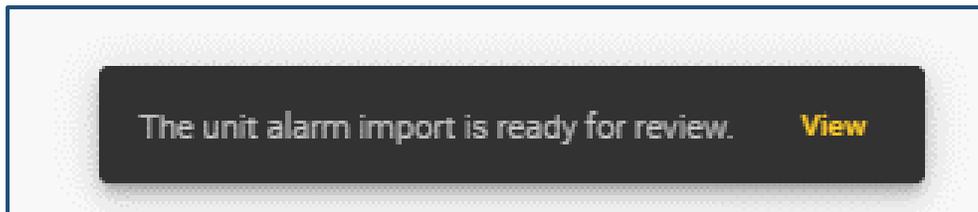
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- Press the “Start” button to initiate the alarm configuration file import process.
- Control Center Admin user will have the option of continuing or cancelling out of the import process.



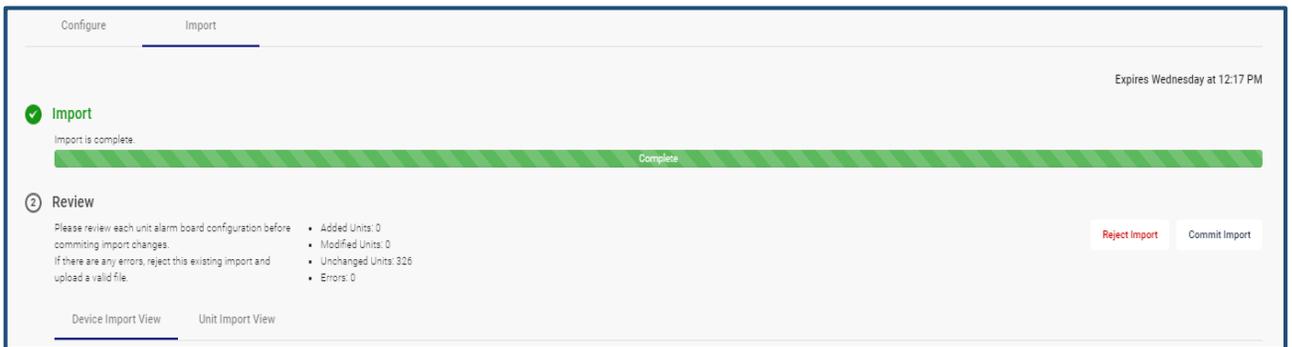
- The import process displays the alarm configuration data for Control Center Admin user review, along with correction if required, before it is added to the database.
- The unit alarm import can fail for several reasons, including but not limited to:
  - If the Board number (Mux) and Channel (Input) are already assigned to another unit
  - Import includes partial or missing information
- Control Center Admin user can correct an issue using Notepad and rerun the import.
- The import can be repeated until it is successful (i.e., error free).
- Control Center Admin user is notified via a screen message when the import is complete and results are ready for viewing.



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- Each unit alarm board configuration should be reviewed before committing the import changes to the database.
- The results for the import show the number of units added, modified, or unchanged as well as total error count.
- The results for a successful import will show zero (0) errors.
- The import can be reviewed by Device or by Unit.
- The following illustrates a successful import that is ready to be committed to the database:



- The following illustrates a failed import requiring correction:
  - Control Center Admin user would reject the import in this situation
  - The import file is opened via Notepad and manually corrected
  - The import is restarted using the corrected file

Device Not Found [Device Number 3] 2 errors found Viewed

Filter

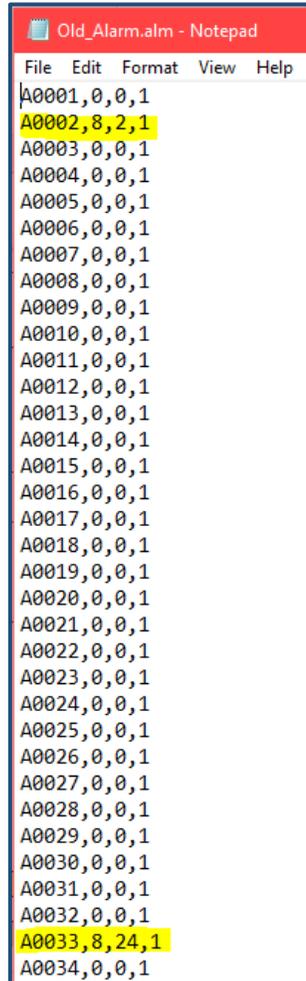
Unit Number	Record Status <span>↑</span>	Alarm Index
A0002	Error	2
A0033	Error	24

Items per page: 10 1 to 2 of 2 << >> Page 1 of 1

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- In the below example, the import failed because of a mismatch between Device Number (alarm board) in the import file vs. what was configured in the Control Center.



```
Old_Alarm.alm - Notepad
File Edit Format View Help
A0001,0,0,1
A0002,8,2,1
A0003,0,0,1
A0004,0,0,1
A0005,0,0,1
A0006,0,0,1
A0007,0,0,1
A0008,0,0,1
A0009,0,0,1
A0010,0,0,1
A0011,0,0,1
A0012,0,0,1
A0013,0,0,1
A0014,0,0,1
A0015,0,0,1
A0016,0,0,1
A0017,0,0,1
A0018,0,0,1
A0019,0,0,1
A0020,0,0,1
A0021,0,0,1
A0022,0,0,1
A0023,0,0,1
A0024,0,0,1
A0025,0,0,1
A0026,0,0,1
A0027,0,0,1
A0028,0,0,1
A0029,0,0,1
A0030,0,0,1
A0031,0,0,1
A0032,0,0,1
A0033,8,24,1
A0034,0,0,1
```

### Individual Unit Alarms Import – Commit File

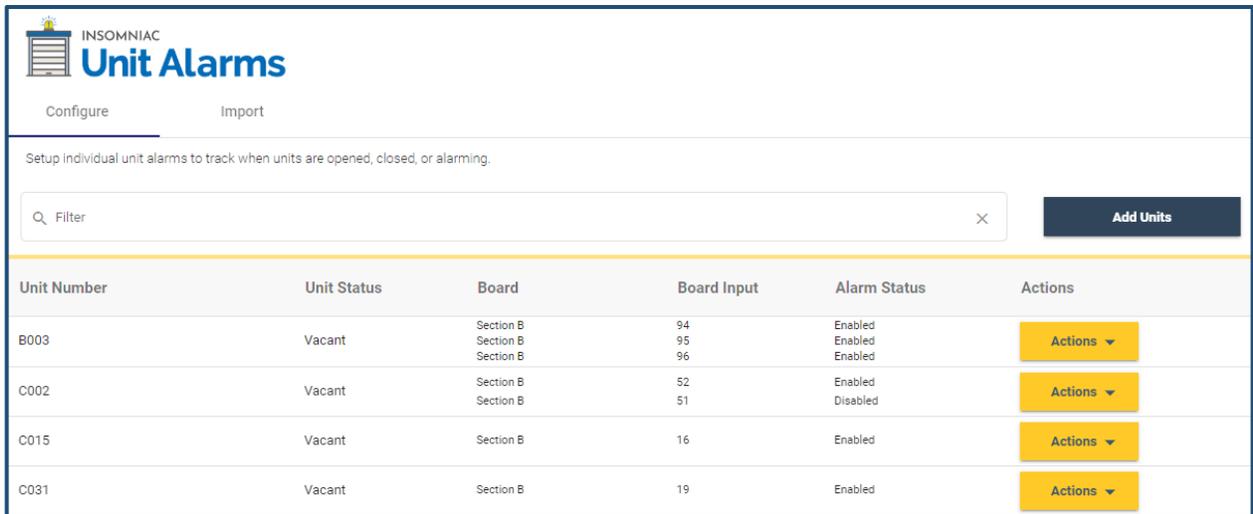
- Once the import file is error free, it can be committed to the database where the changes are applied.

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### Individual Unit Alarms – Configure (Set up alarms to track when units are opened, closed, or alarming)

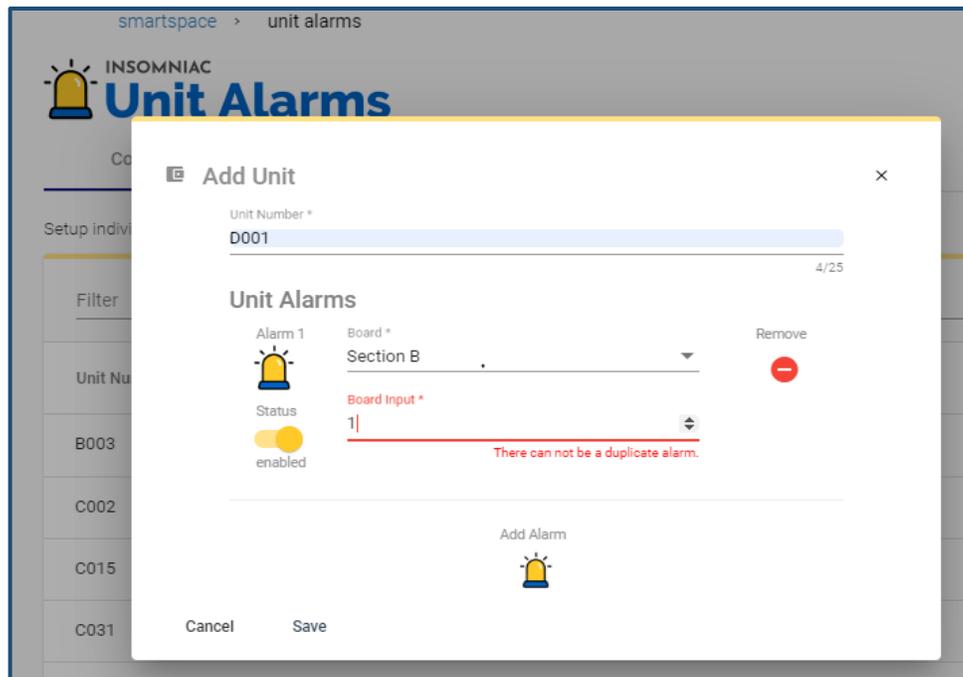
- The Unit Alarms Configure List view displays the following:
  - Unit Number – Unit where the alarm(s) are installed
  - Unit Status – Vacant, Delinquent, or Rented
  - Board – Facility assigned device name for the Individual Unit Alarm board
  - Board Input – Integer from 1 to 96
  - Alarm Status – Enabled or Disabled
  - Add Units – Add another unit and alarm(s)
  - Actions Drop Down List (DLL)
    - Edit Units – Update Unit Alarm configuration
    - Delete Units – Removes the alarm(s) associated with a unit
    - Cancel



Unit Number	Unit Status	Board	Board Input	Alarm Status	Actions
B003	Vacant	Section B Section B Section B	94 95 96	Enabled Enabled Enabled	Actions ▾
C002	Vacant	Section B Section B	52 51	Enabled Disabled	Actions ▾
C015	Vacant	Section B	16	Enabled	Actions ▾
C031	Vacant	Section B	19	Enabled	Actions ▾

### Individual Unit Alarms – Add Units

- Selecting the “Add Units” button from the Unit Alarms List view opens a modal for Control Center Admin user input:
  - Unit Number – Unit where the alarm/alarms are installed



### Individual Unit Alarms – Add / Remove Unit Alarm

- Selecting the “Add Alarm” icon from the Add Unit modal opens a related modal where Control Center Admin user can specify the following:
  - Board – Facility assigned device name for the Individual Unit Alarm board
  - Board Input – Each Unit Alarm board has a total of 96 inputs:
  - Alarm Status – Toggle to set Enabled or Disabled state; default is Enabled
  - Remove - Deletes the selected unit alarm and associated data for that alarm (i.e., board, board input(s), and alarm status); repeat if removing multiple unit alarms

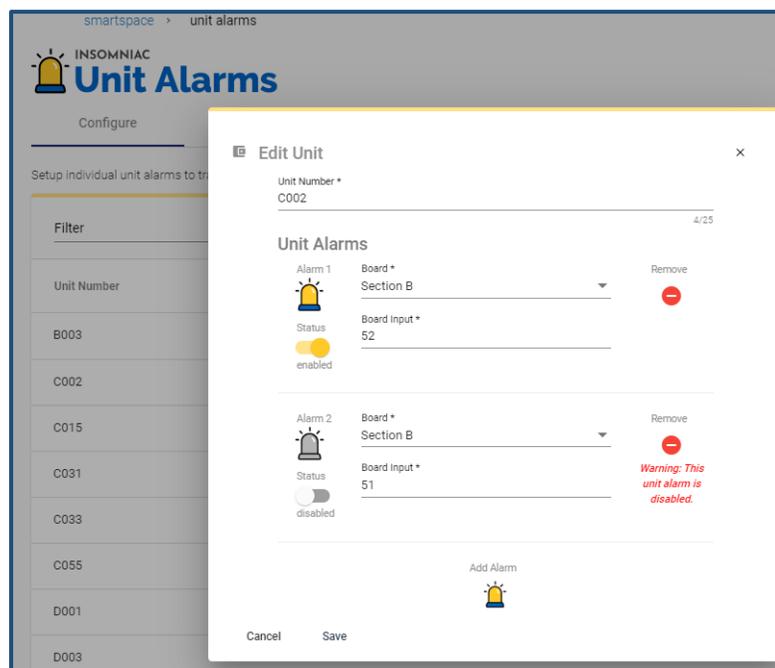
- A maximum of three (3) inputs with associated alarms can be configured per unit.
- The “Add Alarm” icon will disappear when the maximum number of alarms is reached.
- The system will flag duplicate board inputs for Control Center Admin user correction,

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### Individual Unit Alarms – Edit Unit

- Selecting 'Edit Units' from the Actions Drop Down List (DDL) in the Unit Alarms List view opens the "Edit Unit" modal where Control Center Admin user can update the following:
  - Unit Number – Read only field in Edit mode
  - Board
  - Board Input
  - Alarm Status
    - Enabled
    - Disabled - A warning message displays if the unit alarm is disabled
  - Remove - Deletes the selected unit alarm and associated data for that alarm (i.e., board, board input(s), and alarm status); repeat if removing multiple unit alarms



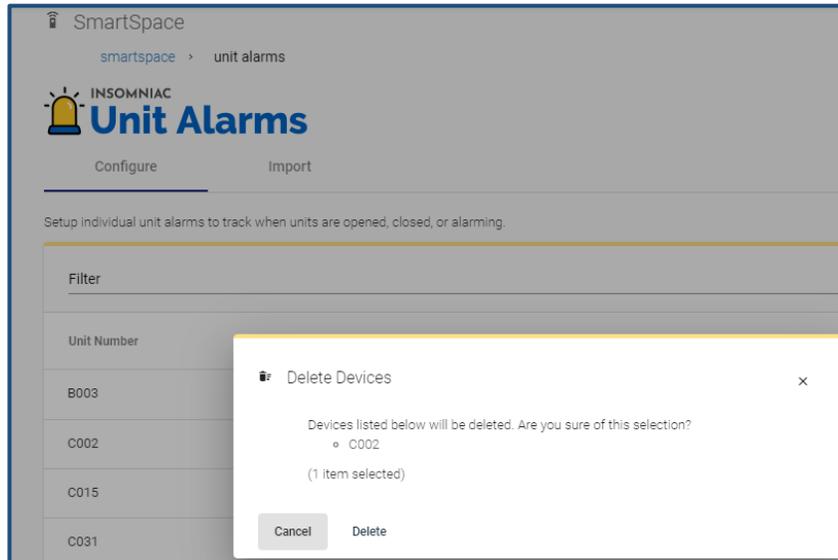
### Individual Unit Alarms – Delete Unit

- Selecting 'Delete Units' from the Actions Drop Down List (DDL) in the Unit Alarms List view opens the "Delete Units" modal where Control Center Admin user can confirm the delete operation or cancel out.
- The Delete operation removes all related configuration data for the selected vacant or delinquent unit.

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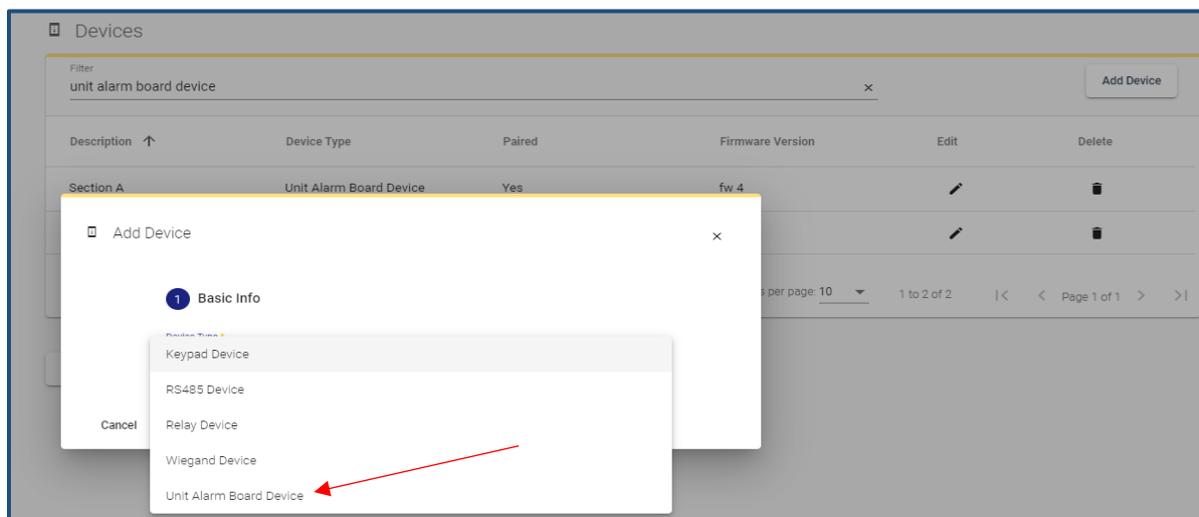
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- The deleted vacant unit will not appear in the Dashboard => Unit Status => Units widget, on the Units report, etc.
- 'Delete Units' will only display in the Drop Down List (DDL) if the unit is vacant.



### Individual Unit Alarms – Add Device

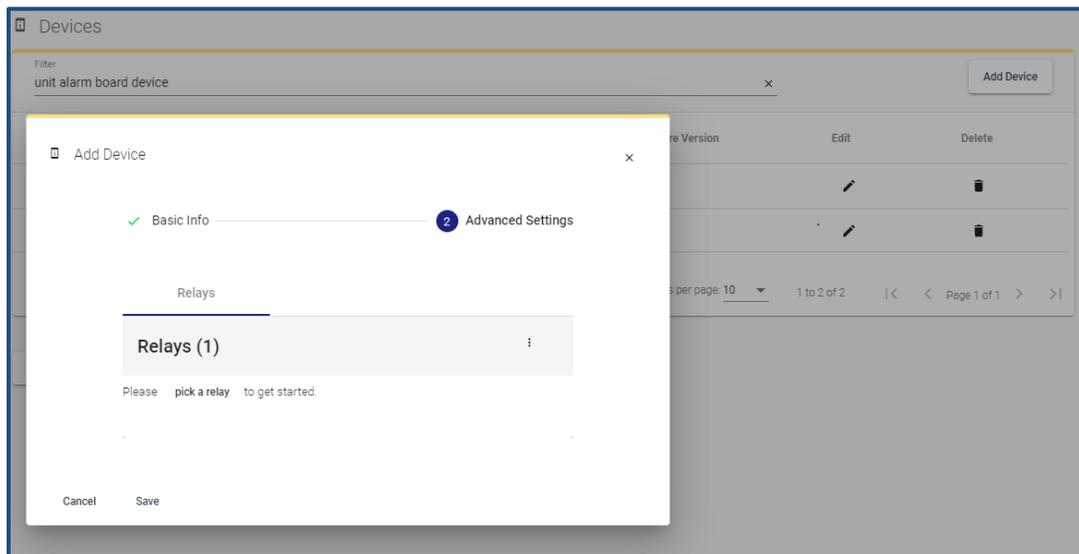
- Facilities => Configuration => Add Device includes a new device type in name of "Unit Alarm Board Device".



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- When “Unit Alarm Board Device” is selected from the Device Type Drop Down List (DDL), the modal expands to include the following fields for Basic Info:
  - Device Description - Free form field up to 30 characters
  - Device Number:
    - Accepts an integer from 1 to 99; similar to the PMS Identifier
    - Used for importing the MUX slot (board number) from the PTI file
    - Must be unique and not duplicated because it will be used to match the file import from the PTI system
  - Advanced Settings - Each Unit Alarm board will have a single (1) relay; if an input goes into an alarm state, the relay will fire

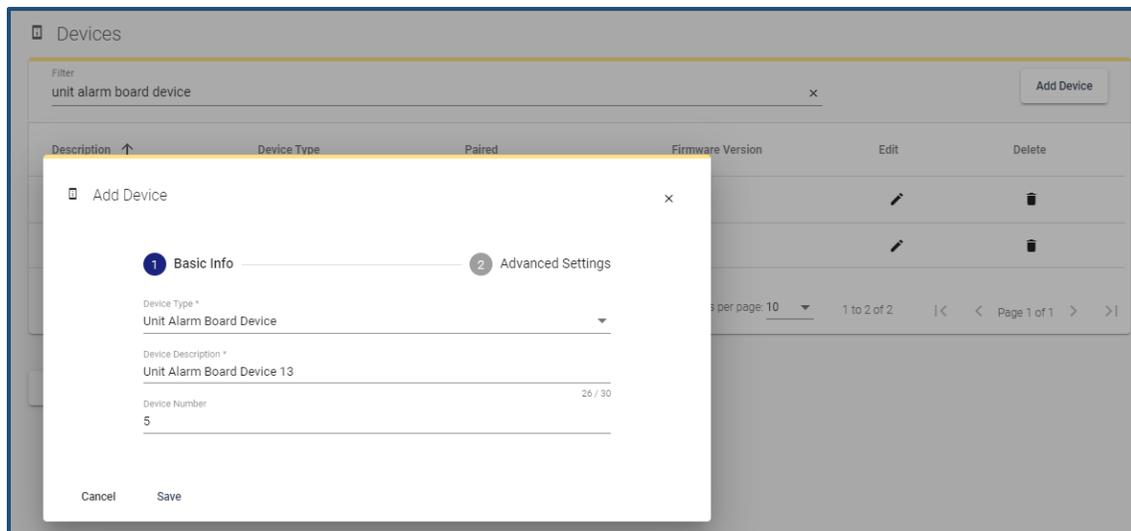
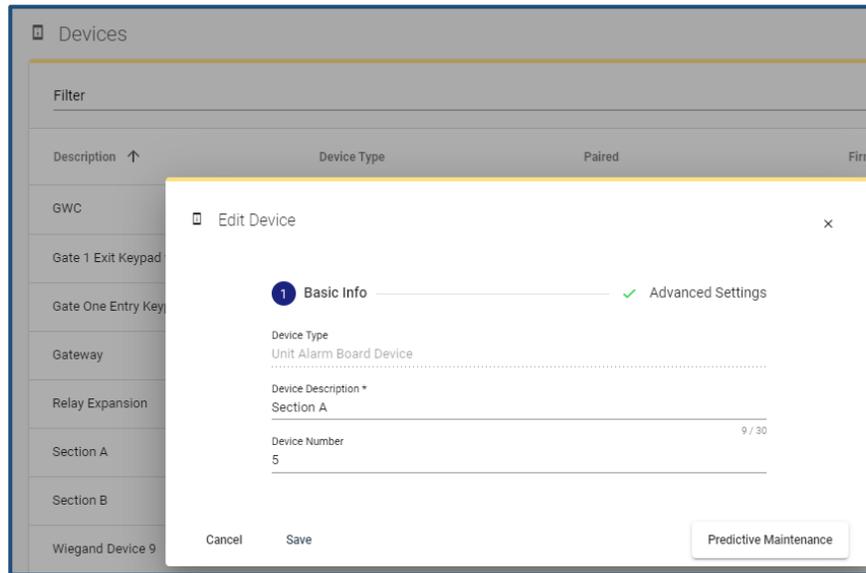


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### Individual Unit Alarms – Edit Device

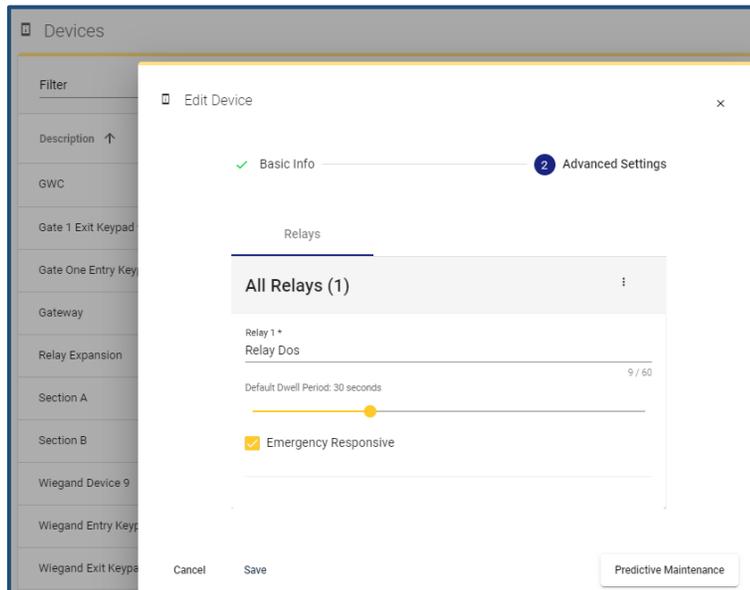
- Control Center Admin user can edit the Basic Info settings for the corresponding Unit Alarm Board device:
  - Device Type - Read only field in Edit mode
  - Device Description
  - Device Number



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- Control Center Admin user can edit Advanced Device Settings for the corresponding Unit Alarm Board device:
  - Select a specific relay or ALL relays
  - Edit Relay name (maximum of 60 characters)

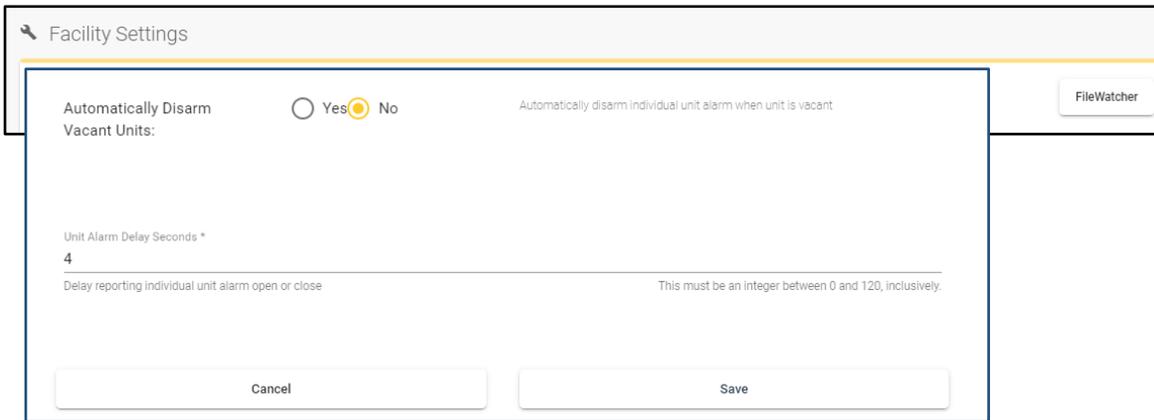


### Individual Unit Alarms - Facility Settings

- Two new Facility Settings were added in support of Unit Alarms:
  - Automatically Disarm Vacant Units – Yes / No toggle:
    - When a unit is vacated by the PMS, it will be automatically set to a disabled (i.e., disarmed) state
  - Unit Alarm Delay Seconds:
    - Integer between 0 and 120 seconds
    - Amount of time contact must be opened/closed before it is reported
    - Number of seconds to delay reporting a Unit Alarm open or close event

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The screenshot shows a 'Facility Settings' dialog box. At the top left is a magnifying glass icon and the text 'Facility Settings'. Below this is a section for 'Automatically Disarm Vacant Units' with radio buttons for 'Yes' and 'No', where 'No' is selected. To the right of these buttons is the text 'Automatically disarm individual unit alarm when unit is vacant'. In the top right corner of the dialog is a 'FileWatcher' button. Below the radio buttons is a text input field for 'Unit Alarm Delay Seconds \*' with the value '4'. Below the input field is the text 'Delay reporting individual unit alarm open or close' and a note 'This must be an integer between 0 and 120, inclusively.'. At the bottom of the dialog are two buttons: 'Cancel' and 'Save'.

### Individual Unit Alarms – Action Groups

- Control Center Admin user can now select the new device type of 'Unit Alarm Board' and associate it with a single relay as part of the Action Group.

### Individual Unit Alarms – Delete Action Group

- An Action Group associated with an Individual Unit Alarm board can be deleted; however, it will render it inoperable.
- An Action Group cannot be deleted if it is linked to a Trigger.

### Individual Unit Alarms – Add / Edit Trigger

Following are the fields for adding or editing a Trigger associated with a Unit Alarm board:

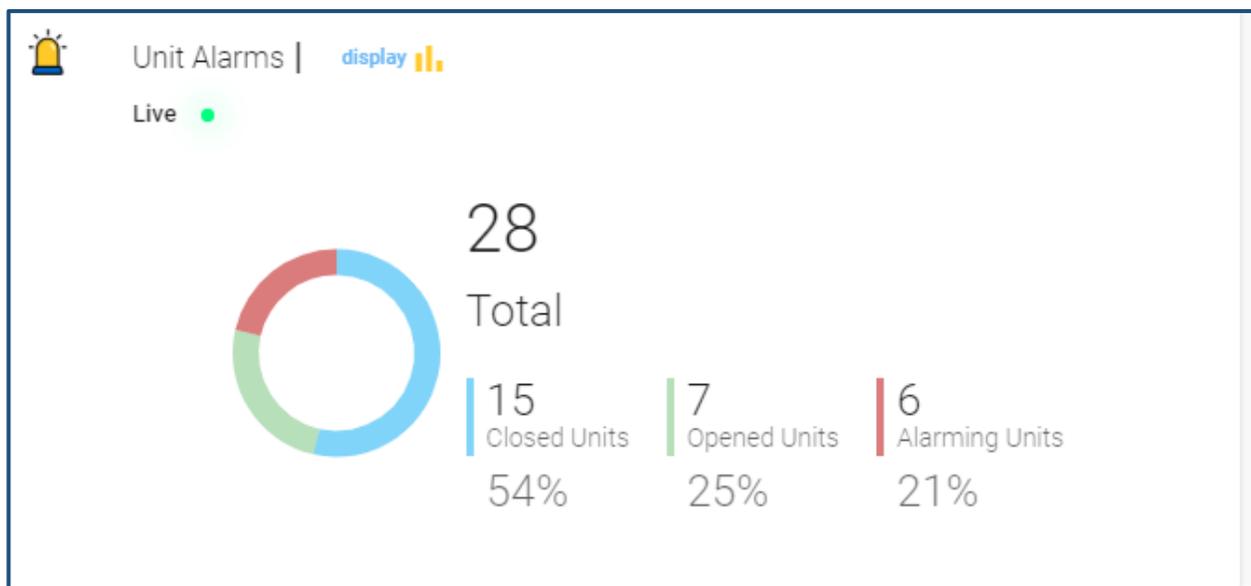
- Trigger Description - Free form field up to 100 characters
- Trigger Type – New Trigger type is available in name of "Unit Door Alarm; read only in Edit mode
- Device - Select a specific Unit Alarm board or ALL Unit Alarm boards
- Action Groups – Associate an Action Group that will be triggered off of any board input when even a single input is put in alarm state ( i.e., if a unit door is opened without visitor being "onsite")

### Individual Unit Alarms – Delete Trigger

- A Trigger associated with a Unit Alarm board can be deleted; however, it will render it inoperable.

## Individual Unit Alarms – Dashboard Device Widget

- A new Unit Alarm Dashboard widget (positioned to the right of the Dashboard Units widget) is available displaying:
  - All units
  - Total number of Alarming Units
  - Total number of Opened Units
  - Total number of Closed (i.e., cleared) Units
  - Toggle between bar graph and pie chart
  - Live – Displays as green to indicate a live data feed; red indicates historical data

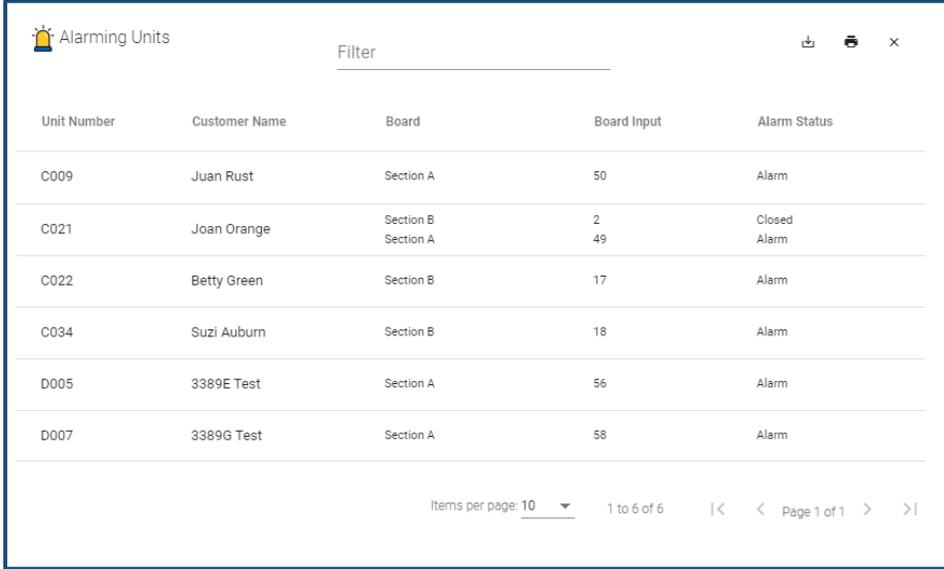


- Selecting "Closed Units", "Opened Units", or "Alarming Units" on the Dashboard Unit Alarms widget displays a List view where Control Center user can see the following information:
  - Unit Number
  - Customer Name
  - Board
  - Board Input
  - Alarm Status
- The widget List view can be filtered or sorted by Unit Number or Customer Name, printed, or exported.

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- If a unit has multiple alarms, they are cleared according to the following hierarchy:
  - "Alarming" states are cleared first
  - 'Open' alarm state is cleared next
  - Else defaults to a status of "Closed" (i.e., cleared)
- The unit will remain in "Alarming" state until the input causing the alarm is cleared (i.e., closed).



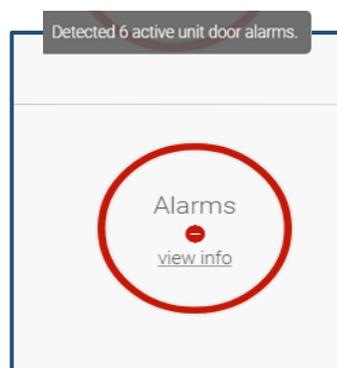
The screenshot shows a dashboard titled "Alarming Units" with a filter input field. Below the filter is a table with the following data:

Unit Number	Customer Name	Board	Board Input	Alarm Status
C009	Juan Rust	Section A	50	Alarm
C021	Joan Orange	Section B Section A	2 49	Closed Alarm
C022	Betty Green	Section B	17	Alarm
C034	Suzi Auburn	Section B	18	Alarm
D005	3389E Test	Section A	56	Alarm
D007	3389G Test	Section A	58	Alarm

At the bottom of the table, there is a pagination control showing "Items per page: 10", "1 to 6 of 6", and "Page 1 of 1".

### Individual Unit Alarms –Dashboard Alarm Widget

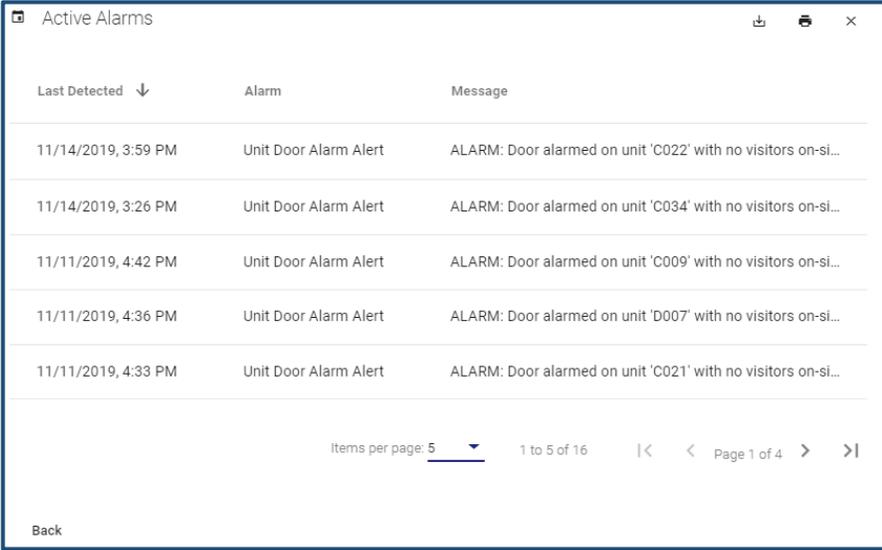
- The Alarm Dashboard widget is repurposed for Individual Unit Alarm status and activity:
  - Widget color will display as **green** if there are no active unit door alarms.
  - Widget color will display as **red** if there are active unit door alarms.
- The Tool Tip refreshes to show the number of detected active unit door alarms.
- A cleared alarm will be removed from the count (and Dashboard Alarm widget List view).



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- Selecting “view info” from the Alarms widget brings up a List view showing:
  - “Last Detected”
  - “Alarm”
  - “Message”
- Includes what is currently active; excludes historical alarm activity.
- Alarm widget List view can be printed or exported.



Last Detected ↓	Alarm	Message
11/14/2019, 3:59 PM	Unit Door Alarm Alert	ALARM: Door alarmed on unit 'C022' with no visitors on-si...
11/14/2019, 3:26 PM	Unit Door Alarm Alert	ALARM: Door alarmed on unit 'C034' with no visitors on-si...
11/11/2019, 4:42 PM	Unit Door Alarm Alert	ALARM: Door alarmed on unit 'C009' with no visitors on-si...
11/11/2019, 4:36 PM	Unit Door Alarm Alert	ALARM: Door alarmed on unit 'D007' with no visitors on-si...
11/11/2019, 4:33 PM	Unit Door Alarm Alert	ALARM: Door alarmed on unit 'C021' with no visitors on-si...

Items per page: 5 1 to 5 of 16 Page 1 of 4

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### Individual Unit Alarms – New Event Types

- Three new Event types were added to the Dashboard Events for facility reporting as well as text and e-mail alerts:
  - Unit Door Alarm
  - Unit Door Opened
  - Unit Door Closed (clears the unit alarm)

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Events To Display x

Select All
Clear All

Select event types below.

<input type="checkbox"/> Access Granted	<input type="checkbox"/> Action Group Log Message
<input type="checkbox"/> Command Received	<input type="checkbox"/> Delinquent
<input type="checkbox"/> Device Component Status	<input type="checkbox"/> Device Detected
<input type="checkbox"/> Device Offline	<input type="checkbox"/> Device Online
<input type="checkbox"/> Device Pairing	<input type="checkbox"/> Device Statistics
<input type="checkbox"/> Door Alarm	<input type="checkbox"/> Emergency Access
<input type="checkbox"/> Facility Access (Lockdown)	<input type="checkbox"/> Facility Closed
<input type="checkbox"/> Facility Opened	<input type="checkbox"/> Gateway Temporary Code Added
<input type="checkbox"/> Gateway Visitor Status Changed	<input type="checkbox"/> Generic Message
<input type="checkbox"/> Health Status	<input type="checkbox"/> Invalid Access Area
<input type="checkbox"/> Invalid Access Time	<input type="checkbox"/> Invalid Password
<input type="checkbox"/> Loitering Lockout	<input type="checkbox"/> Marked Visitor Offsite
<input type="checkbox"/> Tamper	<input type="checkbox"/> Text Me My Code
<input type="checkbox"/> Time or Time Zone Changed	<input checked="" type="checkbox"/> Unit Door Alarm
<input checked="" type="checkbox"/> Unit Door Closed	<input checked="" type="checkbox"/> Unit Door Opened

Cancel
Save

### Individual Unit Alarms – Unit Alarm Activity by Visitor Report

- This report displays unit alarm visitor activity (includes visitors with the same name):
  - Shows Open, Closed, or Alarm messages for units associated with the visitor
  - Visitor Name is a required field
  - Search by custom or pre-set date range
  - Option to print or export report data

## Unit Alarms

This report displays unit alarm activity related to a visitor name. This includes visitors with the same name.

Select a visitor name and date range below.  
Click **search** to view the results.

Visitor Name

(required)

Start Date

End Date

Select a preset date range:

Unit Alarm Activity By Visitor Results - 11/26/2019, 2:31:56 PM

Filter

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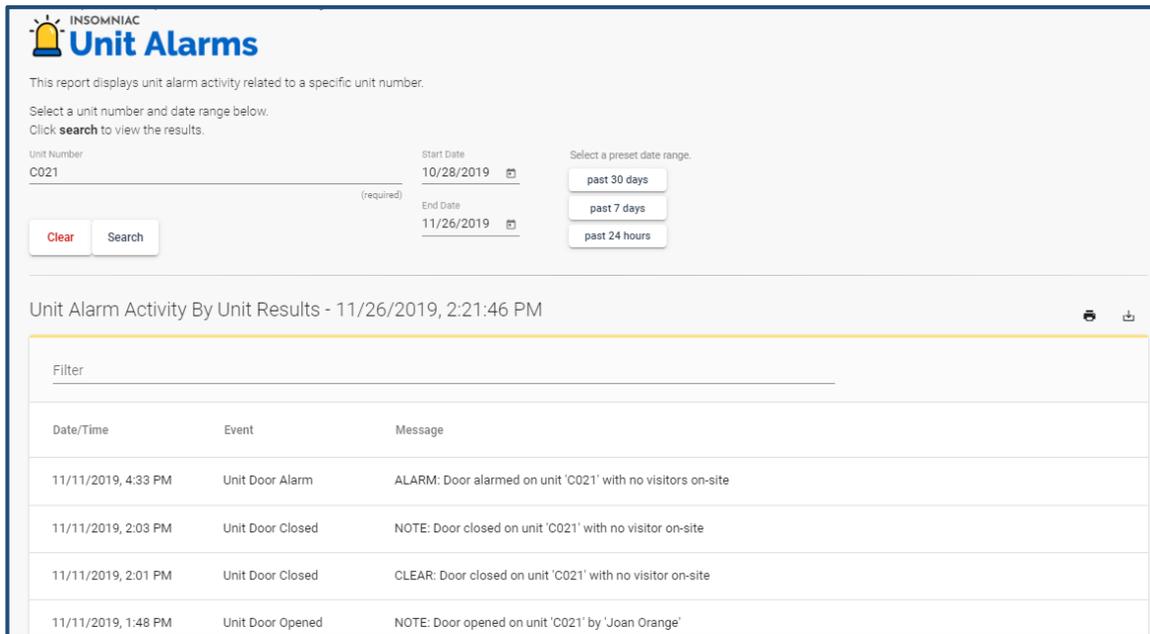
Date/Time	Event	Message
11/14/2019, 3:11 PM	Unit Door Closed	CLEAR: Door closed on unit 'C020' with no visitor on-site
11/14/2019, 3:11 PM	Unit Door Alarm	ALARM: Door alarmed on unit 'C020' with no visitors on-site
11/5/2019, 4:06 PM	Unit Door Closed	CLEAR: Door closed on unit 'C020' with no visitor on-site
11/5/2019, 4:05 PM	Unit Door Alarm	ALARM: Door alarmed on unit 'C020' with no visitors on-site
11/5/2019, 3:47 PM	Unit Door Closed	CLEAR: Door closed on unit 'C020' with no visitor on-site

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### Individual Unit Alarms – Unit Alarm Activity by Unit Report

- This report shows any Open, Closed, or Alarm messages for units:
  - Shows Open, Closed, or Alarm messages for units associated with the visitor
  - Unit Number is a required field
  - Search by custom or pre-set date range
  - Option to print or export report data



The screenshot shows the 'INSOMNIAC Unit Alarms' interface. It includes a search form with fields for 'Unit Number' (C021), 'Start Date' (10/28/2019), and 'End Date' (11/26/2019). There are also buttons for 'Clear', 'Search', and 'Select a preset date range' (past 30 days, past 7 days, past 24 hours). Below the form, the report title is 'Unit Alarm Activity By Unit Results - 11/26/2019, 2:21:46 PM'. A table displays the alarm activity with columns for Date/Time, Event, and Message.

Date/Time	Event	Message
11/11/2019, 4:33 PM	Unit Door Alarm	ALARM: Door alarmed on unit 'C021' with no visitors on-site
11/11/2019, 2:03 PM	Unit Door Closed	NOTE: Door closed on unit 'C021' with no visitor on-site
11/11/2019, 2:01 PM	Unit Door Closed	CLEAR: Door closed on unit 'C021' with no visitor on-site
11/11/2019, 1:48 PM	Unit Door Opened	NOTE: Door opened on unit 'C021' by 'Joan Orange'

### Individual Unit Alarms – Support

- The OpenTech IoT / CIA team is available to address any questions you may:
  - (602) 773-1700 (Option 1) or
  - via email at [ioesupport@opentechalliance.com](mailto:ioesupport@opentechalliance.com)