

## **R o g e r   A c c e s s   C o n t r o l   S y s t e m   5 v 2**

Application note no. 055

Document version: Rev. C

# **VISO SMS security management system**

Note: This document refers to RACS 5 v2.0.8 or higher

## ***Introduction***

From the technical point of view, VISO SMS system is an extension module within VISO software and it mainly consists of Maps Monitor and Notifications Monitor. It offers functionality of Security Management System in regard of visualization, monitoring and management of security systems in a facility. In particular, VISO SMS enables:

- Visualization of statuses for RACS 5 objects (e.g. Access Doors, Access Zones, Alarm Zones, Automation Nodes).
- Visualization of statuses for integrated objects (e.g. detectors from fire alarm system, detectors from intrusion alarm system, CCTV devices, etc.)
- Signalling, confirming and review of such notifications as alarms, failures, warnings and information (e.g. fire alarm from fire detector).
- Automatic localization of objects (critical alarm notifications) or localization on operator request (all notification types) on Maps.
- Configuration and handling of Security Scenarios which include procedures for operator to be executed in case of emergency (e.g. call supervisor, dispatch guard, etc.), including confirmations and further verification of operator actions.
- Generating events and automatic reporting (e.g. mobile text, email) when Operator does not confirm particular Notification (e.g. fire alarm) within configurable time.
- Adding of Notes on Maps, mainly for the record of completed and planned maintenance works.
- Commands issuing, including Remote Commands for particular objects (e.g. remote door opening, fire detector blocking) and Global Commands.
- Video displaying from CCTV system(s) for associated objects in automatic way or on operator's request.
- Historic events review for particular object (e.g. access granted events at particular door).
- Logging of all actions executed by VISO SMS operators.

When Maps are defined then it is possible to:

- Apply backgrounds in various formats (among others JPG, PNG, BMP, SVG, DWG, DXF) and with high resolutions (recommended up to 8192x8192 px).
- Configure displayed objects in regard of size, name, animation, colour and custom icons.
- Configure hierarchy of Maps (max. 3 levels).
- Define interactive areas with custom shapes (e.g. Alarm Zone area).

In RACS 5 v1 system, the Maps module was offered free of charge within standard version of VISO software while in RACS 5 v2 system the module was significantly improved and it is licensed in regard of the number of displayed objects.

**System which are integrated with VISO SMS v2.0.8:**

- Fire alarm systems:
  - FPA and Avenar series panels from Bosch company (AN053 application note)
  - Cerberus Pro series panels from Siemens company (AN054 application note)
  - Integral EvoxX series panels from Schrack Seconet company
  - Polon 4000 series and Polon 6000 panels from Polon Alfa company (AN057 application note)
- Intrusion alarm systems:
  - Integra series panels from Satel company (AN036 application note)
  - Galaxy Dimension series panels from Honeywell company (AN013 application note)
- Access control systems:
  - RACS 5 system from Roger company (AN006 application note)
- CCTV system:
  - All mentioned in AN007 application note

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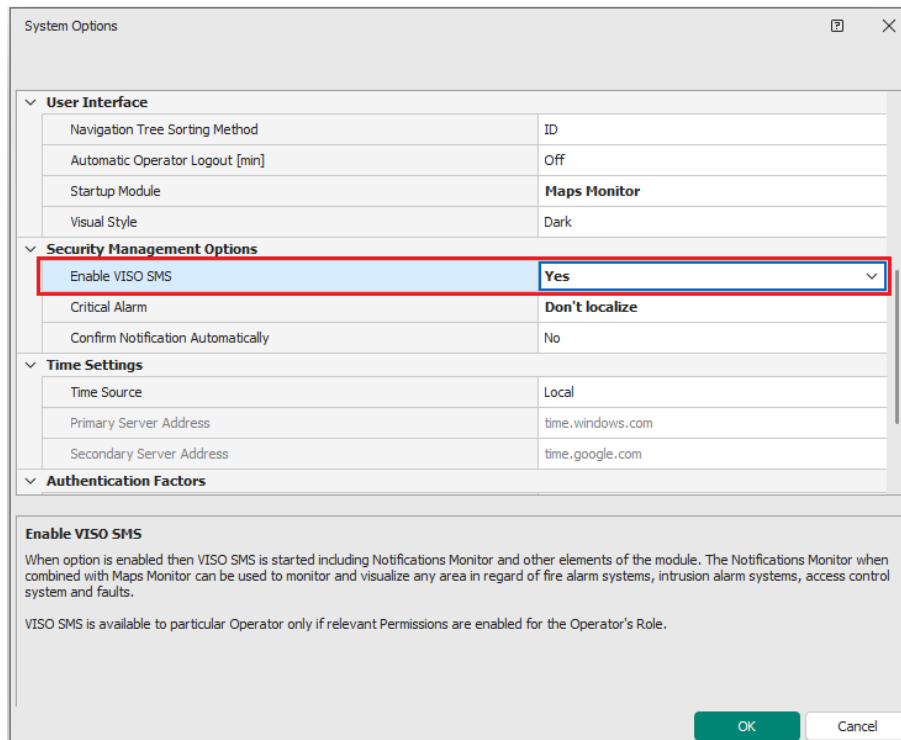
Note: Software and PC requirements for RACS 5 system including VISO SMS system are given in AN005 application note.

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***Preliminary configuration***

In order to conduct preliminary configuration of RACS 5:

- Install VISO and RogerSVC programs according to AN006 application note.
- Configure and integrate security systems which are to be used in VISO SMS. Following systems will be used in this application note:
  - RACS 5 access control system
  - Avenar fire alarm panel from Bosch
  - Integra intrusion alarm panel from Satel
  - CCTV system with NVR and cameras from Dahua
- In the top menu of VISO software select *Tools->System Options* and then enable VISO SMS in order to display Notifications Monitor in the bottom part of VISO.



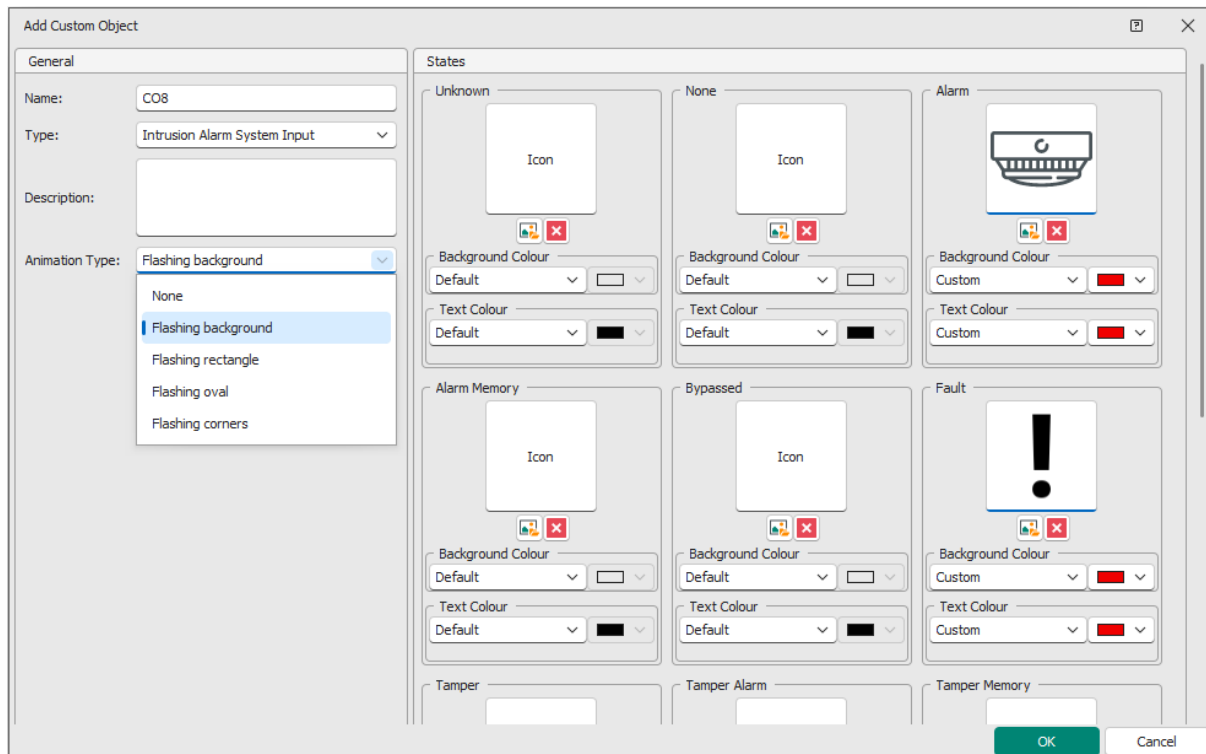
## Maps Monitor configuration

Maps Monitor is essential element of VISO SMS. It enables visualization and localization of security systems objects in a facility.

### Custom objects (optional)

Prior to Map defining it is possible to specify how objects (e.g. intrusion detectors) will look like. It is possible to select own icons in JPG or SVG format as well as define background colours and text colours. VISO software includes the whole sets of icons for all objects. Therefore defining of own custom objects is optional. In order to define custom object:

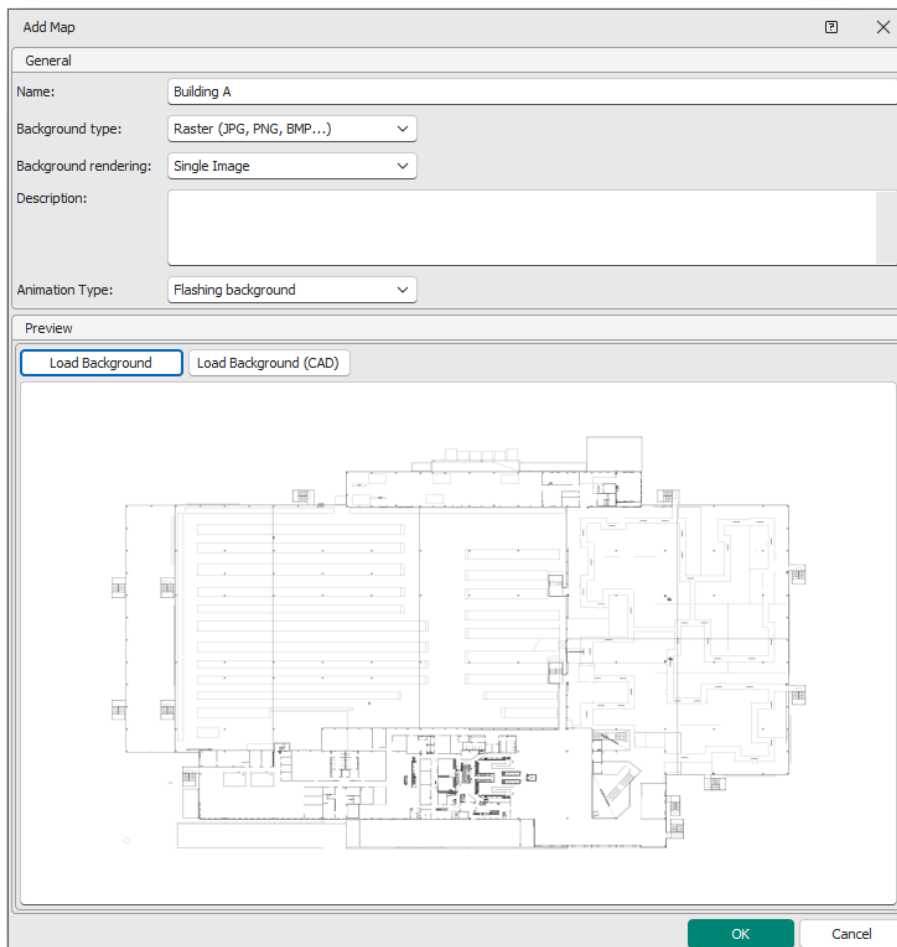
- In the top menu of VISO software select *Maps* and then *Custom Objects*.
- In the opened window click *Add*.
- In the next window name the object and select its type. Choose own icons and if needed also background and text colours. Selection of own background colour is sensible if transparent icon is applied. In the example below own icons are selected for such states as *Alarm* and *Fault*. Additionally it is possible to select preferred animation for the object. The animation type specifies how a Notification (e.g. alarm, failure, etc.) will be presented on a Map.



## Map background

The Map in VISO software is a static graphical background with interactive icons and areas which represent objects from various security systems. It is possible to use raster type backgrounds (JPG, PNG, BMP, etc.) and vector type backgrounds (SVG). Additionally it is possible to import background in DWG or DXF format (AutoCad) and to reduce/optimize imported SVG background. In order to define Map:

- In the top menu of VISO software select *Maps* and then the icon *Maps*.
- In the opened window select *Add* and in the next window name the Map and then load background file. Additionally it is possible to define default animation for all objects on the Map.

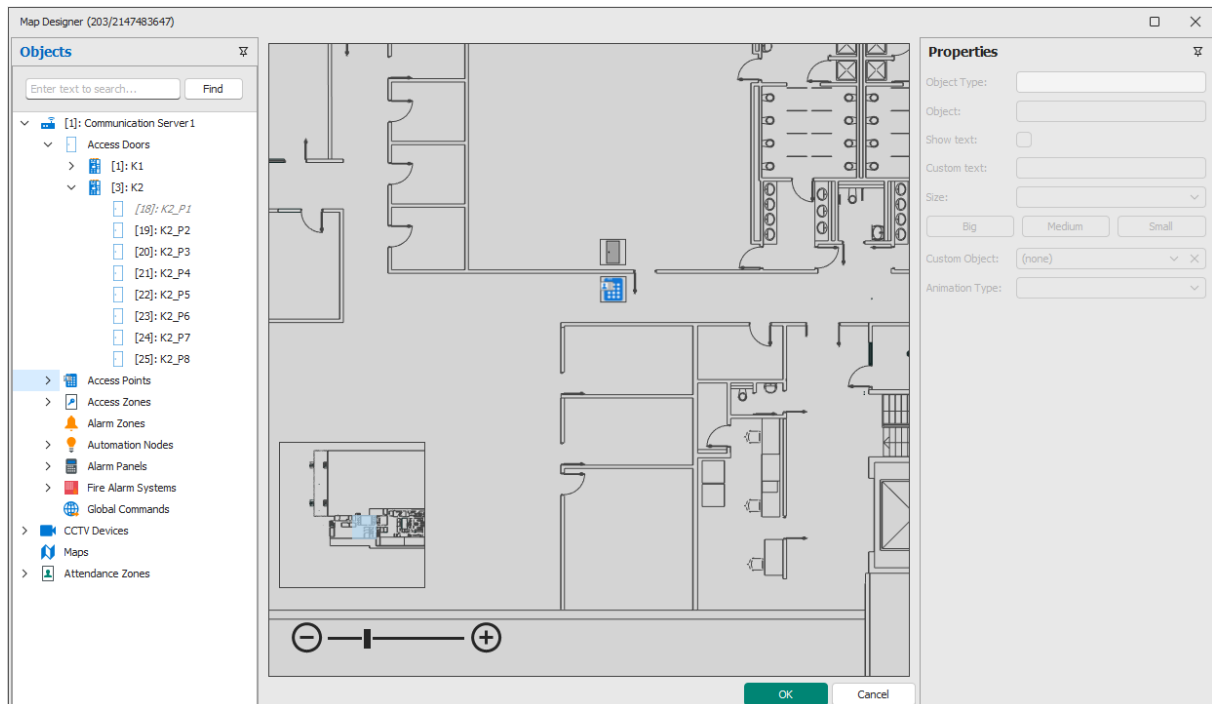


- Similarly create more Maps as needed.

### Map objects

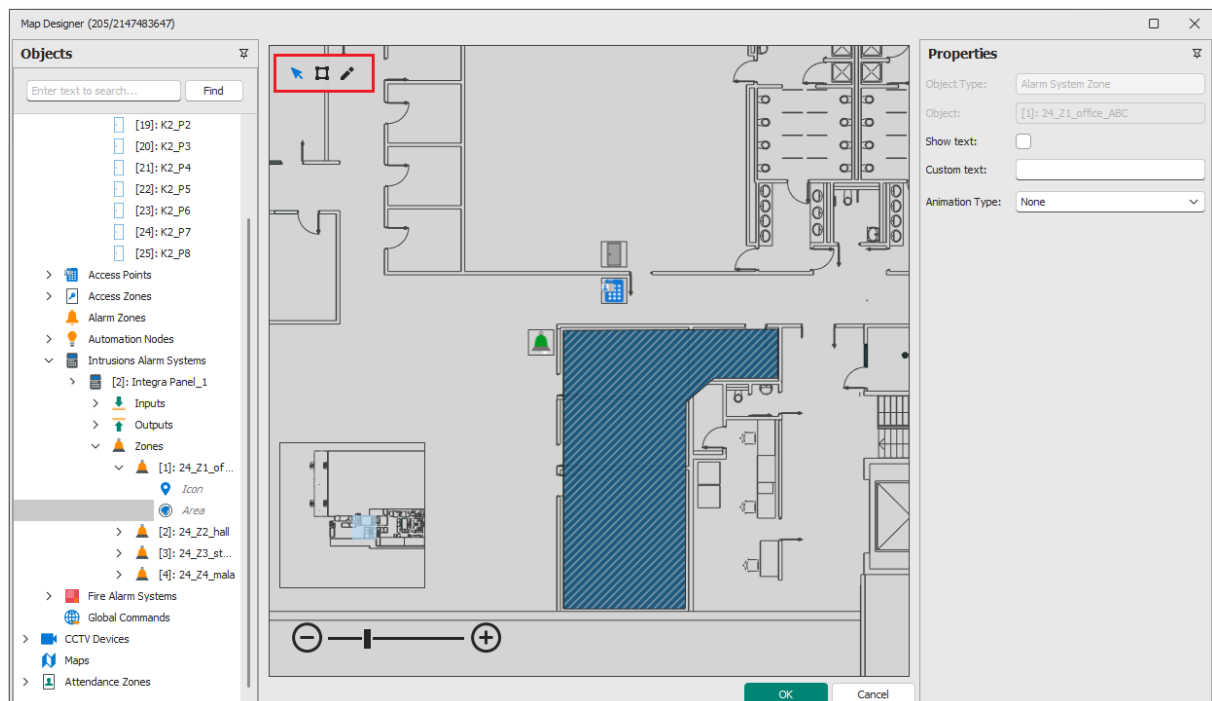
When Map with its background is defined then various objects such as for example doors, fire alarm detectors, intrusion alarm detectors, cameras, etc. can be placed on the Map. In order to add objects to Map:

- For particular Map on the list select *Run Designer* and in the opened window drag and drop objects from the tree in the left panel. Particular object can be placed on more than single Map.
- As in the picture below, objects can be scaled and named, Custom Objects can be applied and animation type can be individually assigned to the object. Default animation type is defined on the level of background while individual exceptions can be specified on the level of designer. The animation is used to show Notification on a Map.
- The tab *Maps* includes remaining Maps which are defined in the system. They can be placed on currently configured Map in order to create links to subordinate Maps and consequently create hierarchy of Maps.



- Most of the objects on Map are represented by their icons but in case of zones from intrusion and fire alarm systems as well as access control system they can be represented both by icon and area which can be freely drawn by operator.

Note: Zone object does not inherit animation type from Map settings so by default it has no animation. If visual signalling for Notifications on the level of zone is expected then specify animation type for drawn area.



- CCTV objects which represent cameras can be placed on Maps and then on the level of Maps Monitor they can be used to display video on demand. VISO software enables to define Video Links i.e. to link camera with such objects as door, alarm detector etc. When such object is

selected in Maps Monitor then associated video from camera can be displayed. More information on Video Links is given in AN007 application.

- Global Commands are another type of object which can be placed on Map. Such commands can be used to start certain actions in the system e.g. to open doors in case of emergency. More information on Global Commands is given in AN048 application note.
- Attendance Zone objects can be placed on Map to monitor number of Persons inside the zone as their icons show the number of persons inside the zone and when such zone is clicked then the list of persons is displayed. More information on such zones is given in AN016 application note.

## Notifications Monitor configuration

Notifications Monitor is displayed in the bottom of VISO software window if VISO SMS is enabled as described in preliminary section of this note. The monitor includes up to four tabs i.e. *Fire Alarm System*, *Intrusion Alarm System*, *Access Control System* and *Faults*. All tabs except for *Faults* tab, display events with such Notification Levels as Critical alarm, Alarm, Warning and Information from corresponding systems. The *Faults* tab collectively displays events with Fault Notification Level from all integrated systems. Events are sorted in the monitor based on their Notification Level.

Level	Source	Panel	Event	Vendor Message	Logged On	Confirmed	Confirmed at	Confirmed by	Cancelled
Critical Alarm	[4]: Fire Zo...	[1]: FPA Bos...	Fire Alarm		1/27/2023 12:00:15 PM	<input type="checkbox"/>			<input type="checkbox"/>
Critical Alarm	[6]: MCP S...	[1]: FPA Bos...	Fire Alarm		1/27/2023 12:00:12 PM	<input type="checkbox"/>			<input type="checkbox"/>

## Notifications

An event with defined Notification Level is called Notification. Selected events in RACS 5 system are predefined in regard of their Notification Levels but it is possible to configure them as needed by selection of *Event Log* → *Event Types* in the top menu of VISO software and then *Edit* for particular event.

Every event can be configured in regard of:

- Notification Level – the parameter affects how registered event will be managed in Notifications Monitor. The higher the Notification Level the higher priority for displaying particular event in Notifications Monitor. Events without Notification Level are not displayed in Notifications Monitor at all. Events with Fault level are displayed in dedicated *Faults* tab in Notifications Monitor.
- Sound – when the parameter is enabled then sound is generated in VISO SMS when particular event is collected and then displayed in Event Monitor.

Events can also be defined in regard of severity, category and alarm parameter but these settings are not used in Notifications Monitor. They are valid only when events are viewed in Event Log or Events Monitor and they are preserved in RACS 5 v2 system mainly due to compatibility with RACS 5 v1 system. Additionally, events can be configured in regard of such options as font size, style, colour and background colour. These settings also affect only Event Log and Events Monitor.

Code	Name	Severity	Category	Description	Sound	Alarm	Actions	Notification Level
262	Door not Unlocked	Low	(none)	Door lock engaged in Normal or Locked Mode.	<input type="checkbox"/>	<input type="checkbox"/>		None
302	Unlocked Door Mode	Medium	(none)	Access Door switched to Unlocked Door Mode	<input type="checkbox"/>	<input type="checkbox"/>		Info
321	Door Forced Alarm	High	Alarms	Door Forced Alarm activated	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Alarm
322	Door Open Too Long Alarm	High	Alarms	Door Open Too Long Alarm has be activated	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Alarm
323	Access Door Open Too Long Prealarm	Medium	(none)	Access Door Open Too Long Prealarm	<input type="checkbox"/>	<input type="checkbox"/>		Warning
601	Door Access Granted	Low	(none)	Access at the door is granted	<input type="checkbox"/>	<input type="checkbox"/>		None
602	Door Access Denied	Low	(none)	Access at the door is rejected	<input type="checkbox"/>	<input type="checkbox"/>		None

In case of all events except for [150000]-[151005] it is possible to assign filter and schedule which determine if and when associated Notification is displayed in Notifications Monitor. As an example in case of event [601]: *Door Access Granted* a filter and a schedule can limit monitoring to particular doors and persons in specified time periods during a day. Filters are defined by selection of *Event Log->Filters* in the top menu of VISO software while general purpose schedules are defined by selection of *Schedules* in the navigation tree of VISO software.

In case of all events it is possible to enable the requirement for an Operator to confirm associated Notification within time limit. If the Operator does not confirm the Notification within required time then the event [65570]: *Notification not confirmed on time* is generated. On the other hand for each event there can be defined Actions such as send email, send mobile text (SMS), etc.



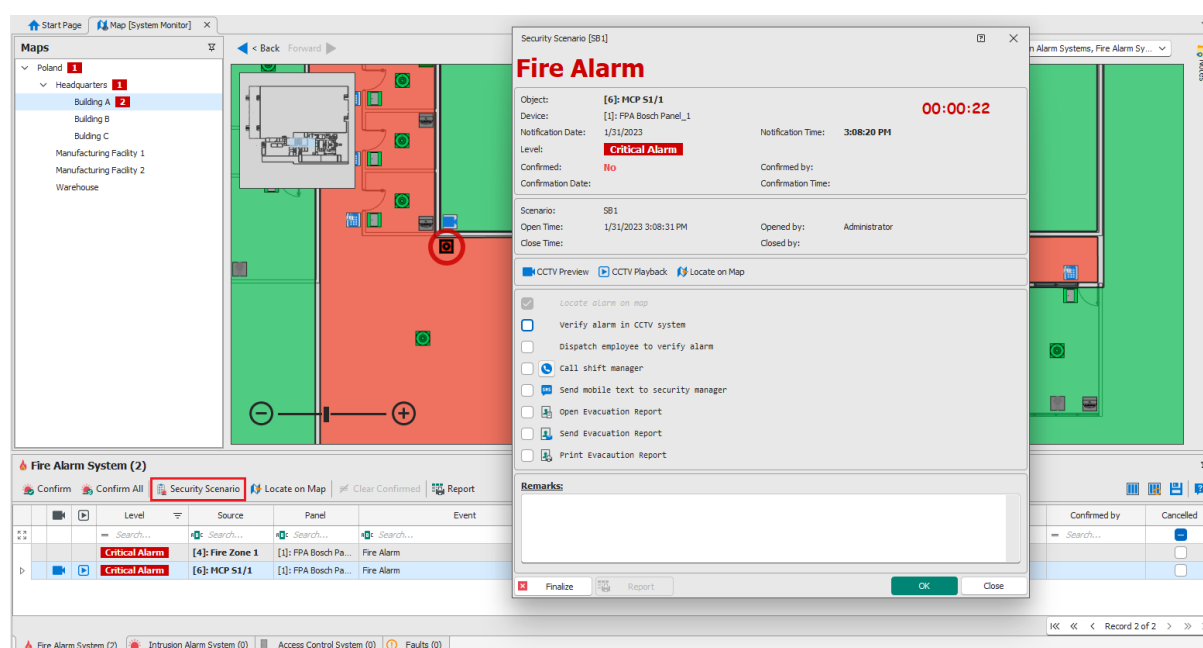
Notifications which are displayed in Notifications Monitor are based on events which are generated by connected systems and then collected by VISO software. Nevertheless in case of fire alarm systems and intrusion alarm systems the RACS 5 system additionally monitors their states and generates corresponding events in VISO software in range of [150000]..[151005]. Monitoring of states offers higher reliability and faster detection than events collecting from integrated systems. However in case of intrusion alarm systems such dual approach results in double Notifications for particular alarm i.e. from state and from event.

## Security Scenarios

Security Scenario is a procedure that should be followed by operator in case of emergency. This is a tool which is supposed to facilitate and organize actions performed by operator and to register such actions for further review and analysis. In order to define Security Scenario:

- In the top menu of VISO software select *Event Log* and then *Security Scenarios*.
- In the opened window select *Add*, name the scenario, define its type and close the window with *OK* button.
- If two or more Communication Servers are defined in RACS 5 system then in the bottom select *Communication Server* tab and then define which server(s) will follow the scenario.
- In *Events* tab indicate which events (Notifications) will be associated with the scenario.
- In *Steps* tab define the list of operator's actions within the scenario. Depending on scenario type it includes message displaying, calling phone (VoIP), sending mobile text, sending email, opening/sending/printing Attendance Report for evacuation purposes as well as starting Global Commands to activate various objects (e.g. to open doors remotely). In case of VoIP, mobile text and email communication, it is necessary to define respective accounts by selections of *Tools* in the top menu of VISO software. For each step it is possible to enable the requirement for operator confirmation.

Security Scenario can be opened for particular Notification in the Notifications Monitor by selection of respective button. Security Scenario can also be opened automatically when associated Notification is registered if the option *Open Automatically* is enabled when scenario is added or edited. If any Security Scenario is already opened then another one will not be opened automatically. Additionally if the option *Confirm Notification Automatically* is enabled after selection of *Tools*-> *System Options* then scenario opening also confirms particular Notification.



When *OK* button is selected then scenario window is closed but it can be opened and remaining scenario steps can still be executed. When *Finalize* button is selected then the scenario becomes

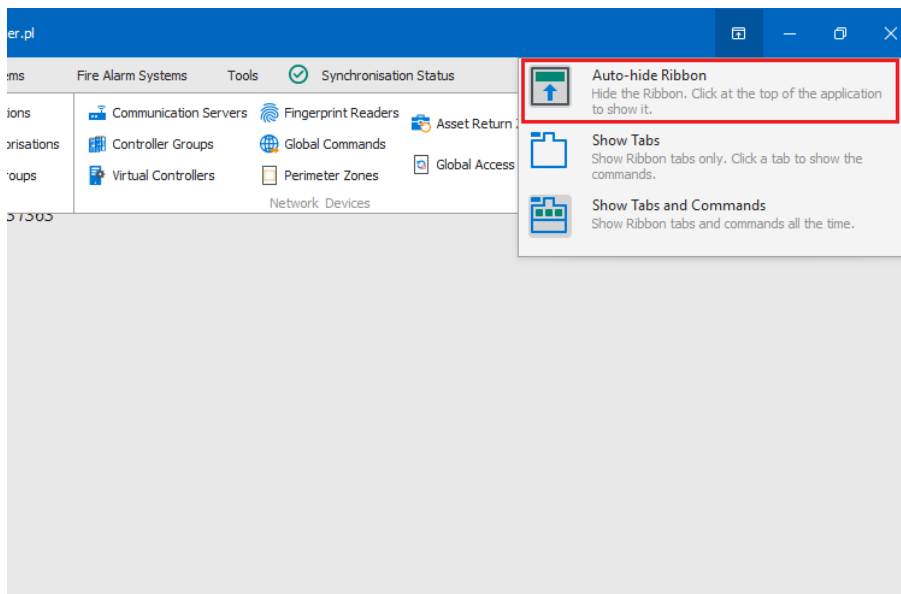
read only. All Notifications can be viewed and browsed when *Event Log-> Notifications Log* is selected in the top menu of VISO software. When scenario is finalized then detailed report can be generated.

## Adaptations of VISO program

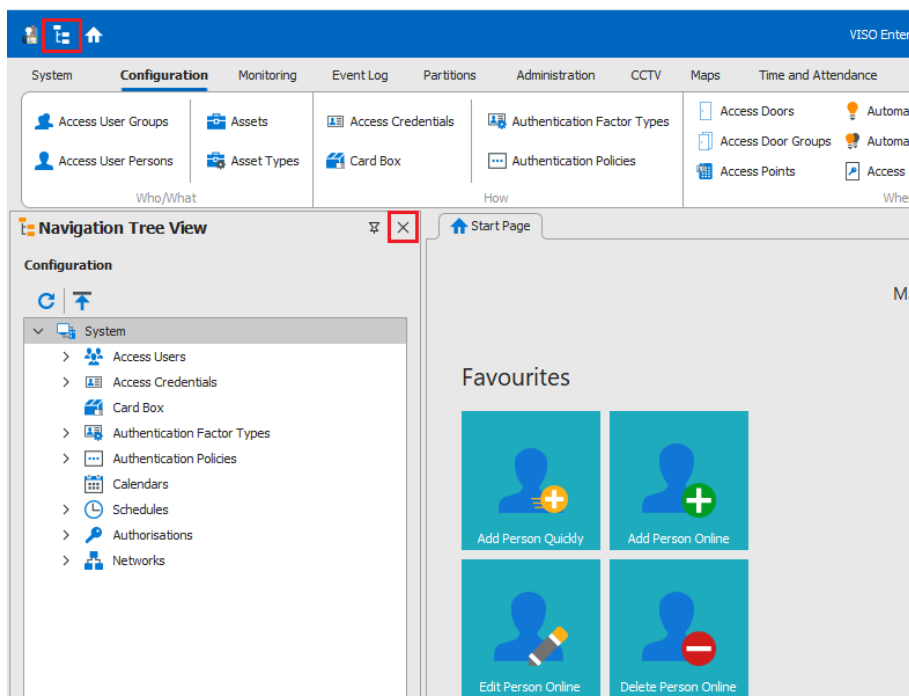
### Layout adaptations

It is recommended to adapt VISO layout prior to using VISO SMS. Usually, in case of the operator who monitors a facility it is not necessary to display all settings and options of VISO software. Therefore following adaptations can be implemented:

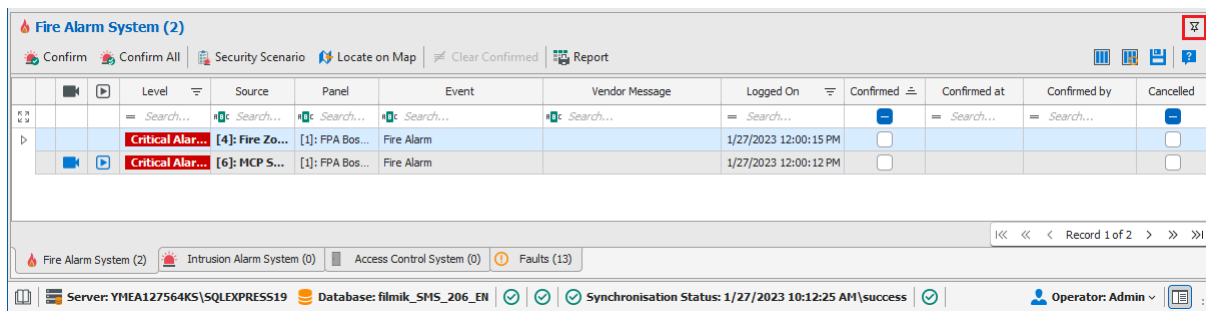
- Top menu hiding.



- Navigation tree hiding.

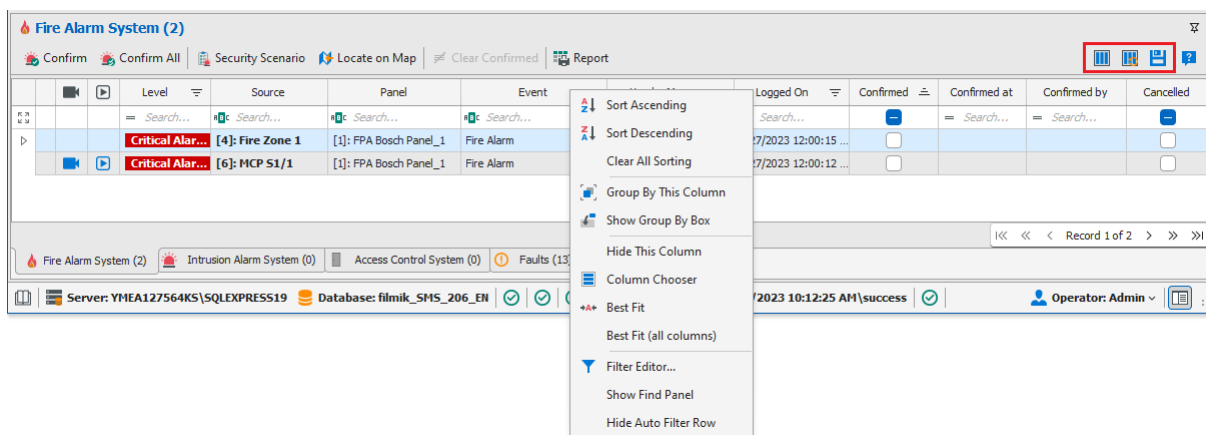


- Notifications Monitor window docking.



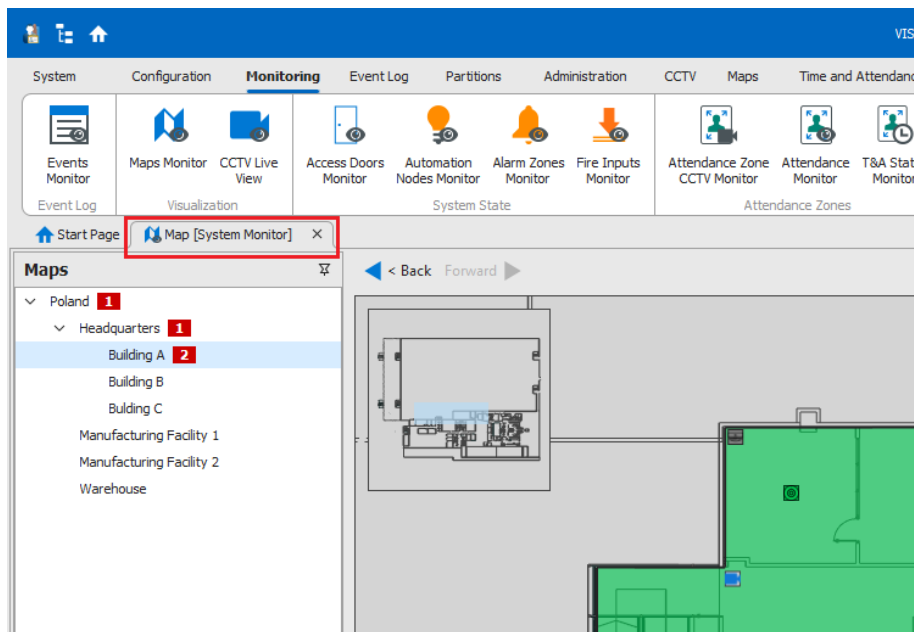
- Columns arrangement in Notifications Monitor.

It is possible among others to remove, add and sort columns by right clicking any column with right mouse button. Columns can be dragged and their order can rearranged. Own layout can be saved to be used every time VISO is started.



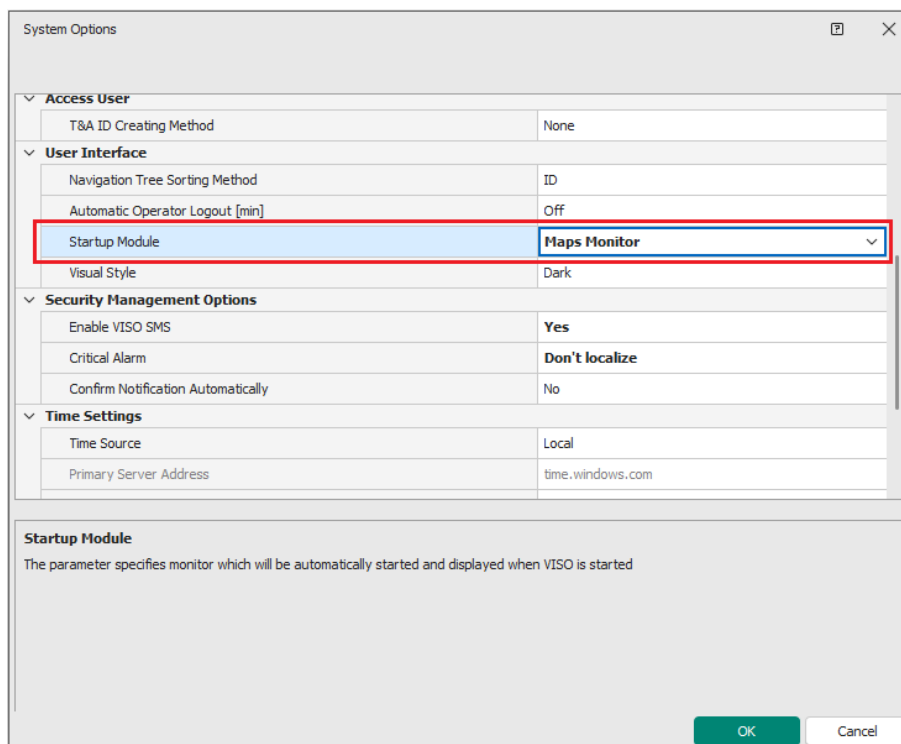
- Maps Monitor and/or Notifications Monitor windows dragging out of VISO to display them on another screen.

Maps Monitor tab can be grabbed by its tab and then dragged while Notifications Monitor should be first docked and then it can be grabbed by top bar and dragged. Only one Maps Monitor can be started in VISO software but it is possible to start multiple VISO instances on the same computer using credentials of multiple operators. More information on Operators is given in AN040 application note.



- Maps Monitor automatic displaying when VISO is started.

Select *Tools->System Options* in the top menu of VISO software and then select Maps Monitor as starting module.



- Operator rights adapting.

Top menu hiding or navigation tree hiding does not block access of Operator to VISO settings. According to AN040 application note it is possible to define Operators with access to various options, settings and even to commands which can be started by Operator from the level of objects in Maps Monitor.

## Sound adaptations

It is possible to apply custom sounds for Notifications with such levels as Alarm and Critical Alarm. In such case replace alarm.wav and critical\_alarm.wav files in default location C:\Program Files\ROGER\VISO\Sounds\AlarmNotification.

## Using of VISO SMS

VISO SMS consists primarily of Notifications Monitor and Maps Monitor. The Notifications Monitor presents all kind of Notifications according to their level including critical alarms. It allows to get information on alarms and failures quickly and in connection with Maps Monitor it allows to locate source of problems on Map.

Maps Monitor can be started manually by selection of *System Monitors-> Maps Monitor* in the top menu of VISO software or automatically when VISO is started as described in previous section.

Maps Monitor includes:

- Background with objects which can be zoomed in/out and moved sideways
- Navigation tree with hierarchy of Maps and the number of objects with active Notifications on particular Map.
- *Forward* and *Backward* navigation buttons.
- Minimap with configurable location.
- Layers to switch and filter objects layout on Maps.

Notifications Monitor enables to:

- Confirm selected Notification or all Notifications within particular tab. Confirmations are registered in Operator Log which is available after selection of *Administration->Operator Log* in the top menu of VISO software.
- Locate Notification on Map(s).
- Start Security Scenarios.
- Play video from CCTV system.
- Remove confirmed Notifications.

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Note: In general perspective all Notifications in Notifications Monitor should be confirmed by VISO Operator when they occur. The purpose of confirmation is to register operator reaction and it can be later used for the analysis and reports but it usually does not affect the system which generated the Notification. For example when fire alarm is confirmed in VISO then it is not deleted or cancelled in fire alarm panel.

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Start Page

Map [System Monitor]

Maps

Poland 1

Headquarters 1

Building A 2

Building B

Building C

Manufacturing Facility 1

Manufacturing Facility 2

Warehouse

Back

Forward

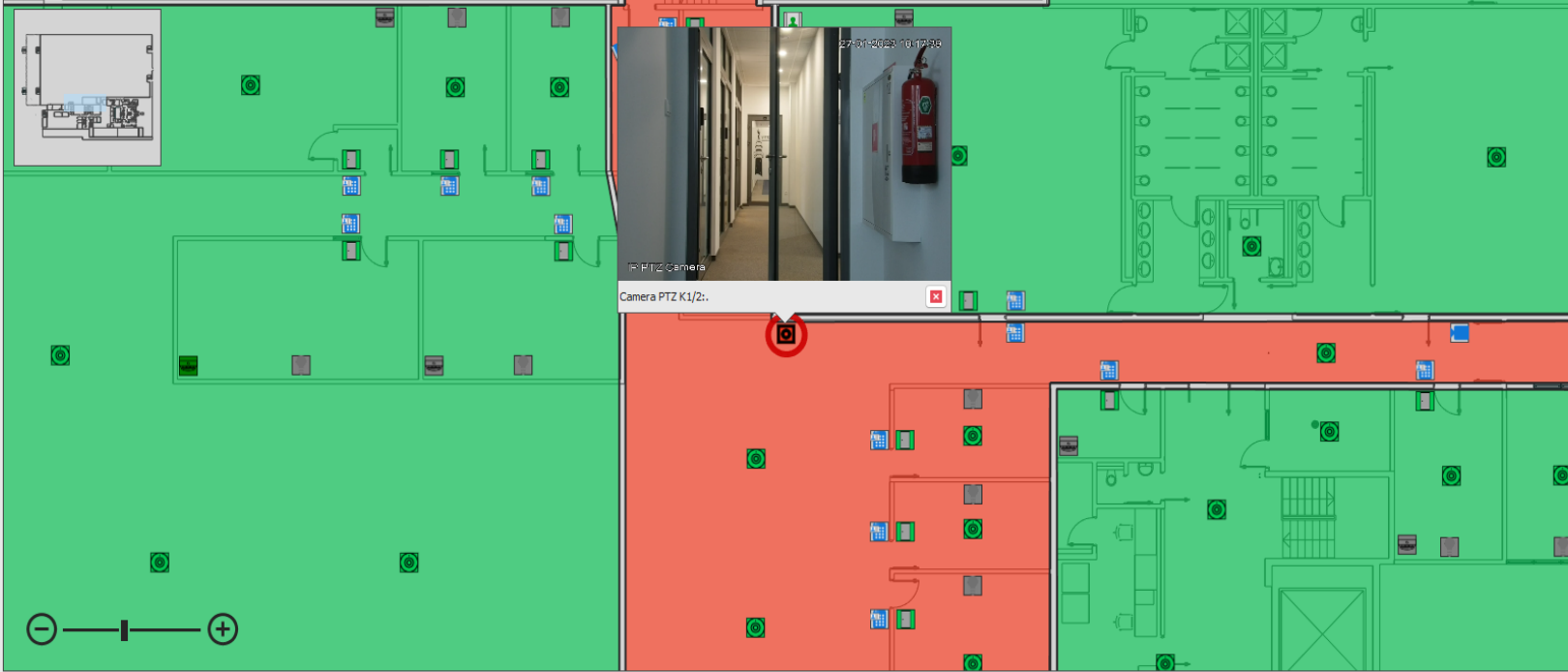
Minimap: Top Left

Layers: Access Control, Automation Nodes, Alarm Systems, Fire Systems, CCTV Sy...

27-51-2023 10:12:34

PTZ Camera

Camera PTZ K1/2:



Fire Alarm System (2)

Confirm Confirm All Security Scenario Locate on Map Clear Confirmed Report

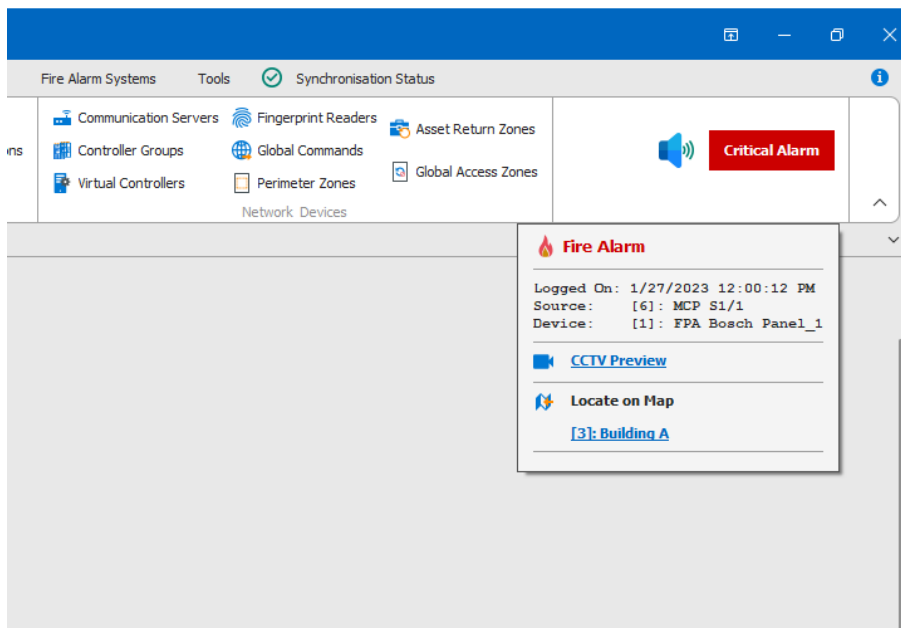
		Level	Source	Panel	Event	Vendor Message	Logged On	Confirmed	Confirmed at	Confirmed by	Cancelled
		Search...	Search...	Search...	Search...	Search...	Search...		Search...	Search...	
		Critical Alarm	[4]: Fire Zone 1	[1]: FPA Bosch Panel_1	Fire Alarm		1/27/2023 10:17:59 AM	<input type="checkbox"/>			<input type="checkbox"/>
		Critical Alarm	[6]: MCP S1/1	[1]: FPA Bosch Panel_1	Fire Alarm		1/27/2023 10:17:52 AM	<input type="checkbox"/>			<input type="checkbox"/>

Fire Alarm System (2) Intrusion Alarm System (0) Access Control System (0) Faults (4)

Server: YMEA127564KS\SQLXPRESS19 Database: filmik\_SMS\_206\_EN Communication Servers: OK License Server: 192.168.11.13:8891 Synchronisation Status: 1/27/2023 10:12:25 AM\success Controller(s) Communication Status: OK Operator: Admin

## Notifications Indicator

Notifications Indicator is displayed in the top right corner of VISO software if VISO SMS is enabled. It presents current Notification with the highest level for particular object (e.g. fire detector) and enables to locate it on Map and to start CCTV preview if Video Link is defined for the object.



## Automatic localization of critical alarm

In case of such Notifications as critical alarms it is possible to configure the system in such way that when such Notification is registered then the software automatically displays relevant Map and zooms into the object with the alarm. Automatic localization concerns the first critical alarm that occurs. The next one will not be automatically localized unless the previous one is confirmed. The automatic localization is enabled by selection of *Tools->System Options* in the top menu of VISO software. It is possible to enable not only automatic localization but also automatic localization combined with automatic CCTV preview if CCTV integration is configured and relevant Video link is defined.

System Options	
<b>User Interface</b>	
Navigation Tree Sorting Method	ID
Automatic Operator Logout [min]	Off
Startup Module	Maps Monitor
Visual Style	Dark
<b>Security Management Options</b>	
Enable VISO SMS	Yes
Critical Alarm	Localize and show video
Confirm Notification Automatically	No
<b>Time Settings</b>	
Time Source	Local
Primary Server Address	time.windows.com
Secondary Server Address	time.google.com
<b>Authentication Factors</b>	

**Critical Alarm**

The parameter specifies the reaction when critical alarm is detected in Notifications Monitor.

Available options:

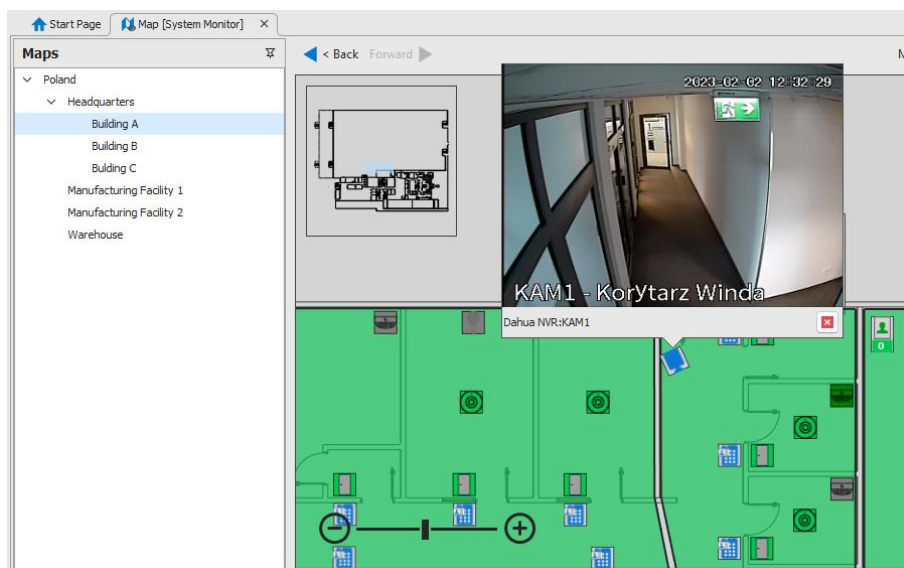
- Don't localize - no automatic localization of critical alarm in Maps Monitor when it occurs in Notifications Monitor.
- Localize - automatic display of map and object with critical alarm if Maps Monitor is opened. The first alarm in Notifications Monitor is localized. The next alarm will be localized only if the current one is already confirmed by operator.
- Localize and show video - critical alarm is localized and additionally video from associated camera is automatically displayed in dedicated window.

OK

Cancel

## CCTV system

Camera objects can be placed on Maps if CCTV integration is configured and started. When the camera icon is left clicked then online video from camera is displayed.

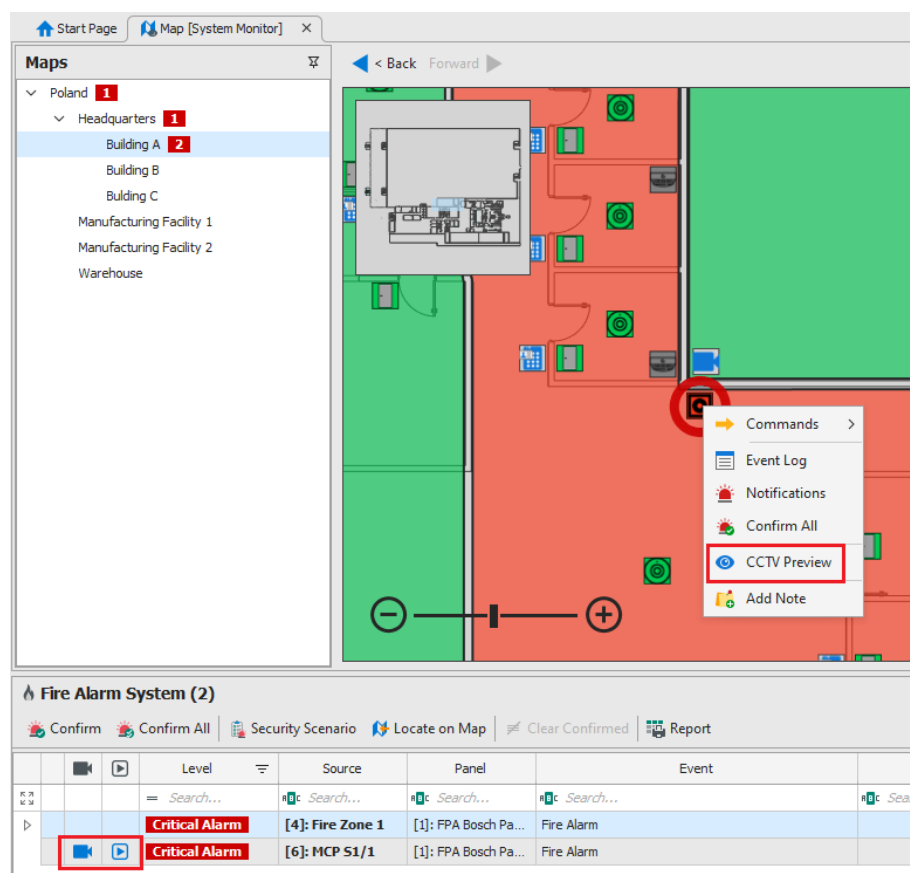


On the level of Maps the integration enables to display video not only from camera objects but also from the objects listed below if they are associated with channel/camera from CCTV system by means of Video link as explained in AN007 application note:

- Access Door
- Identification Point
- Alarm System Input (usually intruder detector)
- Alarm System Zone
- Fire System Input (usually fire detector)
- Fire System Zone



On the level of Notifications Monitor it is possible not only to view online video but also download video which was recorded when event occurred.



Video from camera can also be displayed instantly when critical alarm is automatically located as described in previous section.

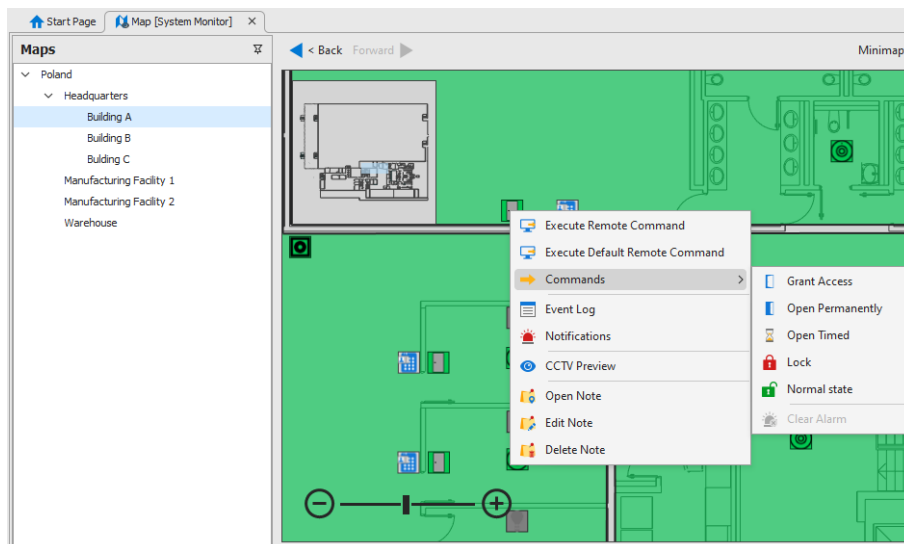
Additionally the CCTV Live View monitor which is available after selection of *Monitoring->CCTV Live View* in the top menu of VISO software can be used to monitor objects. In the monitor it is possible to select filter and to enable the option *Main Window Follows Latest Event*. In case of properly configured filter selected events can switch camera associated with alarm to the main view.

If CCTV Live View is started in VISO program then the command *Show on CCTV Live View* is available after right clicking of camera on Map. When the command is used then video stream from selected camera is displayed in CCTV Live View monitor.

### Access control system

In case of access control system, VISO SMS enables to remotely control, monitor, visualize and locate alarms as well as failures and other states using Maps Monitor and Notifications Monitor. Alarm Zones and Attendance Zones can be presented on Maps as icons and/or drawn areas.

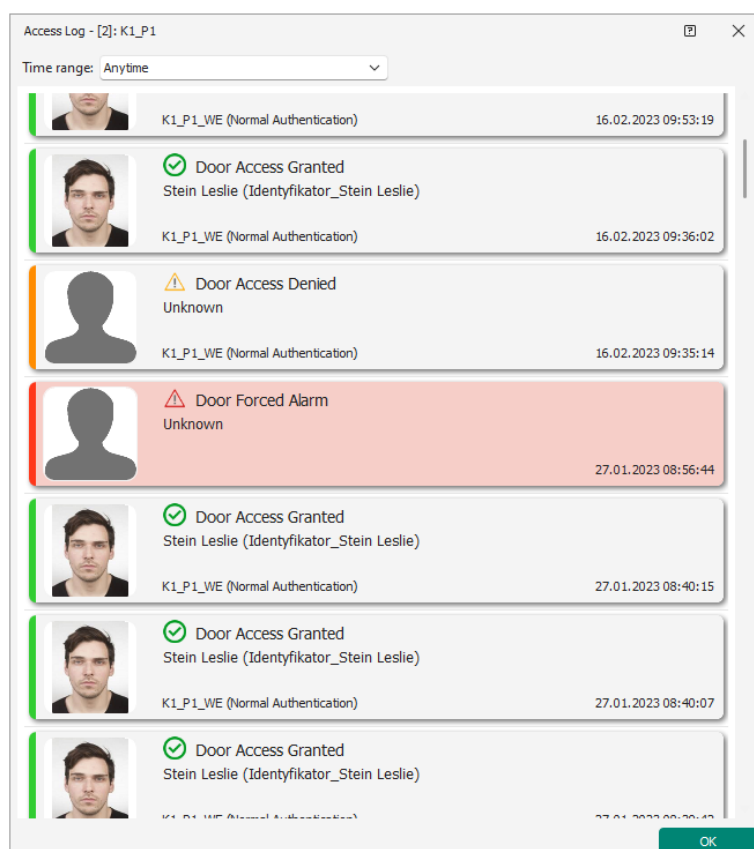
Typical commands can be started on access control objects such as *Open Permanently* at Access Door. Additionally when *Execute Remote Command* is used then any command which is available for particular object e.g. [123]: *Clear Emergency Door Mode* can be started in newly opened window. The command *Execute Default Remote Command* can be used to start selected function instantly without opening new window. The use of Remote Commands requires configuration of VISO Operator rights which is explained in AN048 application note.



Object	State	The most essential Notifications	Commands	Notes
Access Door	Door status: - Unknown - Closed - Open - Forced Open  Door Mode: - Normal - Unlocked - Locked - Conditionally Unlocked	- Door Forced Alarm - Door Open Too Long Alarm	- Execute Remote Command - Execute Default Remote Command - Commands: • Grant Access • Open Permanently • Open Timed • Lock • Normal State • Clear Alarm - Event Log - Access Log - Notifications - Confirm All - CCTV Preview - Add/Edit/Delete Note	Notification is signalled according to selected animation type. After selection of <i>Notifications</i> command the list of Notifications from selected time range is displayed (24h by default). The use of <i>Confirm All</i> command confirms active Notifications and is registered in Operator Log. CCTV Preview is available only if the object is associated with camera by means of Video Link as explained in AN007 application note.
Identification Point	-	-	- Execute Remote Command - Execute Default Remote Command - Event Log - Notifications - Confirm All - CCTV Preview - Add/Edit/Delete Note	As above
Access Zone	-	-	- Execute Remote Command - Execute Default Remote Command	As above

			<ul style="list-style-type: none"> <li>- Event Log</li> <li>- Notifications</li> <li>- Confirm All</li> <li>- Add Note</li> </ul>	
Alarm Zone	<ul style="list-style-type: none"> <li>- Armed</li> <li>- Disarmed</li> <li>- Unknown</li> </ul>	-	<ul style="list-style-type: none"> <li>- Execute Remote Command</li> <li>- Execute Default Remote Command</li> <li>- Commands: <ul style="list-style-type: none"> <li>• Arm/Disarm</li> </ul> </li> <li>- Event Log</li> <li>- Notifications</li> <li>- Confirm All</li> <li>- Add/Edit/Delete Note</li> </ul>	As above
Automation Node	<ul style="list-style-type: none"> <li>- OFF</li> <li>- ON</li> <li>- Unknown</li> </ul>	-	<ul style="list-style-type: none"> <li>- Execute Remote Command</li> <li>- Execute Default Remote Command</li> <li>- Commands: <ul style="list-style-type: none"> <li>• Switch on</li> <li>• Switch off</li> </ul> </li> <li>- Event Log</li> <li>- Notifications</li> <li>- Confirm All</li> <li>- Add/Edit/Delete Note</li> </ul>	As above
Attendance Zone	-	-	<ul style="list-style-type: none"> <li>- Notifications</li> <li>- Users Inside Zone</li> <li>- Add/Edit/Delete Note</li> </ul>	The icon of zone presents the number of users inside the zone. When the command is selected then the list of users is displayed.

Two types of logs are available on the level of Access Door. The Event Log includes all types of events registered in access control system while the Access Log is focused on access granting and denying events including also such alarms as forced entry and door open too long.



In case of access control system also other available monitors can be used, such as Attendance Zone CCTV Monitor (see AN007 application note), Attendance Monitor and T&A Status Monitor (see AN016 application note), Access Door Monitor or Automation Node Monitor. Mentioned monitors are started by selection of *Monitoring* in the top menu of VISO software and they can be displayed within VISO window or dragged on other screen.

### Fire alarm system

In case of fire alarm system, VISO SMS enables to monitor, visualize and locate alarms as well as failures and other states using Maps Monitor and Notifications Monitor. Monitoring of output lines can be useful not only in case of fire alarm system servicing but also in case of smoke ventilation systems servicing and maintenance. Inputs (detectors) can be presented on Maps as individual objects and additionally as groups represented by zones which can be drawn in any shape by Operator.

VISO SMS is mainly used to monitor and visualize a fire alarm system, it cannot control such system and it does not allow for full remote control of fire alarm panel particularly in regard of fire alarm reset or cancel. Such actions should be conducted directly from the fire alarm panel.

Object	State	The most essential Notifications	Commands	Notes
Input	In normal mode: - Normal - Fire Alarm Verification - Fire Alarm - Blocked - Error	- Fire Alarm Verification - Fire Alarm	- Event Log - Notifications - Confirm All - CCTV Preview - Add/Edit/Delete Note	Notification is signalled according to selected animation type. After selection of <i>Notifications</i> command the list of Notifications from selected time range is displayed (24h by default). The use of <i>Confirm All</i>

	<ul style="list-style-type: none"> <li>- Unknown</li> <li>- Walk Test</li> <li>- Activated</li> <li>- Bypassed</li> <li>- Trouble</li> <li>- Prealarm</li> <li>- General Alarm</li> </ul> <p>In test mode:</p> <ul style="list-style-type: none"> <li>- Fire Alarm Verification (test)</li> <li>- Fire Alarm (test)</li> <li>- Blocked (test)</li> <li>- Error (test)</li> <li>- Activated (test)</li> <li>- Bypassed (test)</li> <li>- Trouble (test)</li> <li>- Prealarm (test)</li> <li>- General Alarm (test)</li> </ul>			<p>command confirms active Notifications and is registered in Operator Log. Additionally it starts the command <i>Acknowledge Fire Alarm Verification</i> if such alarm is on.</p> <p>CCTV Preview is available only if the object is associated with camera by means of Video Link as explained in AN007 application note.</p> <p>The list of available states depends on the model of fire alarm panel.</p>
Output	<p>In normal mode:</p> <ul style="list-style-type: none"> <li>- Normal</li> <li>- Blocked</li> <li>- Error</li> <li>- Unknown</li> <li>- Activated</li> <li>- Bypassed</li> </ul> <p>In test mode:</p> <ul style="list-style-type: none"> <li>- Blocked (test)</li> <li>- Error (test)</li> <li>- Unknown (test)</li> <li>- Activated (test)</li> <li>- Bypassed (test)</li> </ul>	-	<ul style="list-style-type: none"> <li>- Event Log</li> <li>- Notifications</li> <li>- Confirm All</li> <li>- Add/Edit/Delete Note</li> </ul>	As above
Zone	As for Input excluding Trouble	<ul style="list-style-type: none"> <li>- Fire Alarm Verification</li> <li>- Fire Alarm</li> </ul>	<ul style="list-style-type: none"> <li>- Event Log</li> <li>- Notifications</li> <li>- Confirm All</li> <li>- CCTV Preview</li> <li>- Add/Edit/Delete Note</li> </ul>	<p>Zone signals alarm if at least single input (detector) belonging to the zone signals the alarm.</p> <p>The list of available states depends on the model of fire</p>

				alarm panel.
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In case of fire alarm system the Fire Inputs Monitor can also be used to monitor facility. The monitor can be displayed within VISO window or dragged on other screen and it is started by selection of *Monitoring* in the top menu of VISO software.

### Intrusion alarm system

In case of intrusion alarm system, VISO SMS enables to monitor, visualize and locate alarms as well as failures and other states using Maps Monitor and Notifications Monitor. Additionally it is possible to arm and disarm, clear alarm, clear alarm memory as well as start maintenance commands such as block input (e.g. detector) or activate/deactivate output (e.g. siren). Inputs (detectors) can be presented on Maps as individual objects and additionally as groups represented by zones which can be drawn in any shape by Operator.

Object	State	The most essential Notifications	Commands	Notes
Input	<ul style="list-style-type: none"> <li>- Unknown</li> <li>- None</li> <li>- Violation</li> <li>- Tamper</li> <li>- Alarm</li> <li>- Tamper Alarm</li> <li>- Alarm Memory</li> <li>- Tamper Memory</li> <li>- Bypassed</li> <li>- Fault</li> <li>- Masking</li> <li>- Masking Memory</li> </ul>	<ul style="list-style-type: none"> <li>- Zone Alarm</li> <li>- Input Tamper</li> <li>- Tamper Alarm</li> <li>- Input Alarm</li> <li>- Input Fault</li> <li>- Input Masked</li> <li>- others</li> </ul>	Commands: <ul style="list-style-type: none"> <li>• Block/Unblock</li> </ul> <ul style="list-style-type: none"> <li>- Event Log</li> <li>- Notifications</li> <li>- Confirm All</li> <li>- CCTV Preview</li> <li>- Add/Edit/Delete Note</li> </ul>	Notification is signalled according to selected animation type. After selection of <i>Notifications</i> command the list of Notifications from selected time range is displayed (24h by default). The use of <i>Confirm All</i> command confirms active Notifications and is registered in Operator Log. CCTV Preview is available only if the object is associated with camera by means of Video Link as explained in AN007 application note.
Output	<ul style="list-style-type: none"> <li>- Unknown</li> <li>- Inactive</li> <li>- Active</li> </ul>	-	Commands: <ul style="list-style-type: none"> <li>• Turn on/ Turn off</li> </ul> <ul style="list-style-type: none"> <li>- Event Log</li> <li>- Notifications</li> <li>- Confirm All</li> <li>- Add/Edit/Delete Note</li> </ul>	As above
Zone	<ul style="list-style-type: none"> <li>- Unknown</li> <li>- Alarm</li> <li>- Alarm Memory</li> <li>- Armed</li> <li>- Exit Time</li> <li>- Disarmed</li> </ul>	-	Commands: <ul style="list-style-type: none"> <li>• Disarm/Arm</li> <li>• Clear Alarms</li> </ul> <ul style="list-style-type: none"> <li>- Event Log</li> <li>- Notifications</li> <li>- Confirm All</li> <li>- CCTV Preview</li> <li>- Add/Edit/Delete Note</li> </ul>	As above

In case of intrusion alarm system the Alarm Zone Monitor can also be used to monitor facility. The monitor can be displayed within VISO window or dragged on other screen and it is started by selection of *Monitoring* in the top menu of VISO software.

### Building automation

VISO SMS is not BMS but it offers the control of other systems by means of output lines and it can monitor other systems using input lines. Any inputs and outputs at MC16 controllers, MCX expanders and MCT readers can be programmed for such a purpose.


The building automation system can be controlled automatically by RACS 5 using a schedule or it can result from action which is registered or started in RACS 5 system. It is also possible to remotely control building automation on request of VISO SMS operator. Inputs and outputs in RACS 5 system can be associated with Automation Nodes i.e. virtual objects which offer such additional functionalities as activation time, delay time, switching to opposite state, event/state activation, etc. Outputs can also be controlled by means of Remote Commands, Local Commands and Global Commands. More information on such commands is given in AN048 application note. Automation Nodes and Global Commands can be placed as objects on Maps.

### Evacuation and attendance monitoring

VISO SMS offers various functionalities which facilitate the evacuation of persons in case of emergency. The concept is based on Attendance Zones which are used for recording and monitoring of attendance. More information on Attendance Zones is given in AN016 application note.

Attendance Zones can be located on Maps as objects in the form of icon and/or area which can be freely drawn by operator. The icon of Attendance Zone includes counter which shows the current number of persons inside the zone. When zone object is selected on Map then list of persons inside the zone can be displayed in a dedicated window which may include personal details and photos of such persons if they were previously defined in RACS 5 system. The list can be exported or printed.

Security Scenario for fire alarm system may include such actions as displaying/sending/printing of Attendance Report for Attendance Zones associated with particular Fire Zone. In such case Attendance Zone(-s) must be earlier associated with Fire Zones in their properties. The summary of persons inside particular zone can be useful in case of evacuation.

In the top right corner of Maps Monitor there is located button . This can be used to print displayed Map which can be useful for rescue personnel. Printers are defined by selection of *Tools->Printers* in the top menu of VISO software.


### Maintenance and service

#### Notification Log

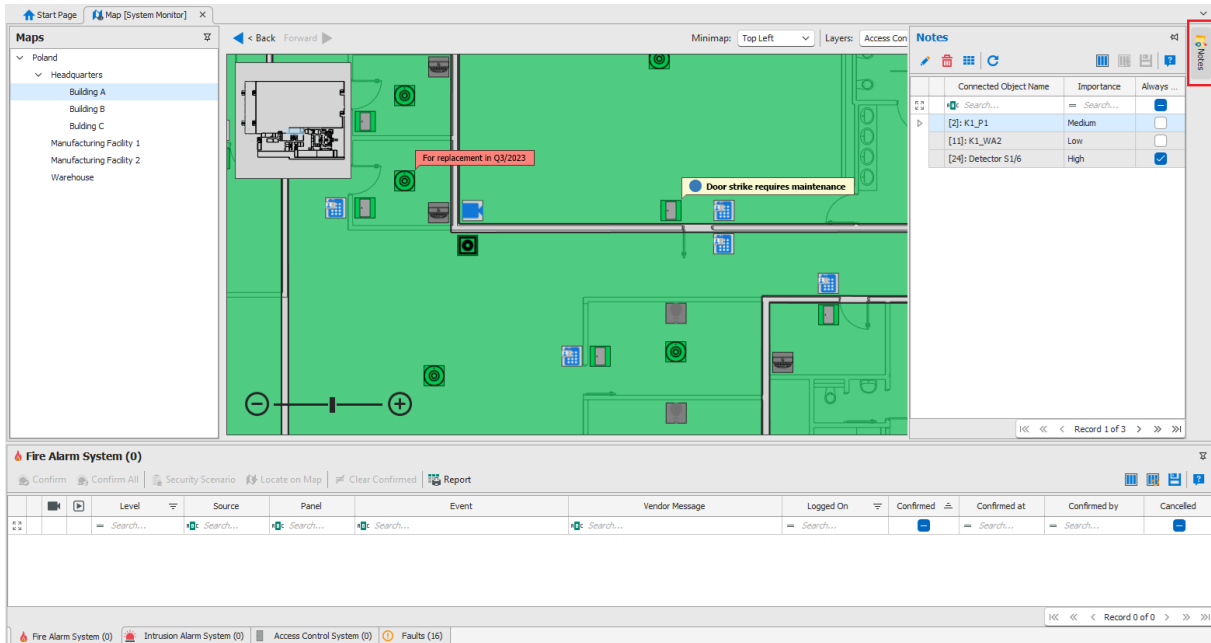
As opposed to Event Log, the Notification Log includes only Notifications i.e. events with defined Notification Level and it includes only Notifications confirmed by Operator. The log is opened by selection of *Event Log-> Notification Log* in the top menu of VISO software and it supports advanced filtering. The Notification Log can be used for registration and review of maintenance works e.g. activation of detector from fire alarm system in test mode by default is registered by VISO SMS as Notification.

VISO software enables to delete events from Event Log by selection of *Event Log-> Clear Event Log* in the top menu of VISO software. This can be useful when older events must be deleted because database is almost full. In VISO v2.0.6 it is possible to delete events and exclude Notifications so they could still be preserved in database.

## Notes

After right clicking any object on Map it is possible to add, edit and delete Notes. On the right side of Maps Monitor there is tab which includes list of all added Notes. Additional columns can be enabled on the tab after selecting .

The functionality of Notes can be useful for maintenance and repairment of security systems as it can be applied to register everyday hints and observations that require follow-up.



The screenshot displays the VISO SMS security management system interface. The main window is divided into several sections:

- Maps:** A sidebar on the left shows a tree view of locations: Poland, Headquarters, Building A, Building B, Building C, Manufacturing Facility 1, Manufacturing Facility 2, and Warehouse.
- Map:** The central area shows a green map with various security components. A red label "For replacement in Q3/2023" is visible. A blue label "Door strike requires maintenance" is also present.
- Notes:** A tab on the right side, highlighted with a red box, shows a list of notes. The table below represents the data in this tab:

Connected Object Name	Importance	Always ...
[2]: K1_P1	Medium	<input type="checkbox"/>
[11]: K1_WA2	Low	<input type="checkbox"/>
[24]: Detector 51/6	High	<input checked="" type="checkbox"/>

Below the Notes tab, there is a section for the **Fire Alarm System (0)** with a table of events. The table has columns: Level, Source, Panel, Event, Vendor Message, Logged On, Confirmed, Confirmed at, Confirmed by, and Cancelled. The table is currently empty.

At the bottom, there is a status bar showing various system statuses: Fire Alarm System (0), Intrusion Alarm System (0), Access Control System (0), and Faults (16).



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