

6. Control Panels List

The Control Panels List is an inventory of the customers’ control panels. A control panel must appear in the list in order to be recognized by RISCO Cloud.

To view the Control Panels List:

- 1. Open the Control Panels List page.
- 2. Select the Control Panel Group you wish to view (for more information about Control Panels Groups see Control Panels Groups).
- 3. Choose the appropriate search filters for the control panels you wish to view.
- 4. Click Find; the required entries in the Control Panels List are displayed.

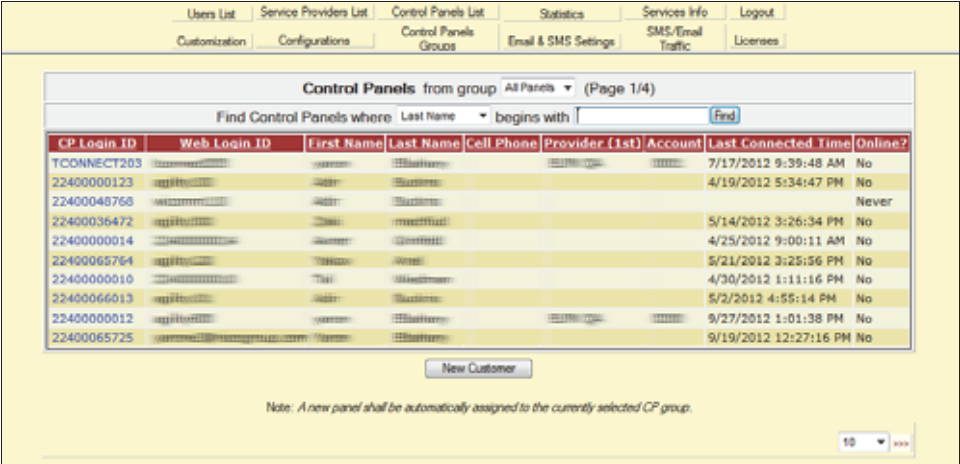


Figure 6-1: Control Panels List Page

6.1. Adding a New Control Panel

To add a new control panel:

- 1. On the Control Panels List page, click New Customer; the Control Panel Update page is displayed.
- 2. Enter the new customer’s details in the appropriate fields. The available fields are described in the table following this procedure.
- 3. Click OK to update and return to the Control Panels List.
–Or–
Click Apply to update and remain on the Control Panel Update page.

The screenshot shows the 'New Control Panel' form. At the top, there are navigation tabs: Users List, Service Providers List, Control Panels List (selected), Statistics, Services Info, Logout, Customization, Configurations, Control Panels Groups, Email & SMS Settings, SMS/Email Traffic, and Licenses. The form itself has a title bar 'New Control Panel'. Below it, there are several input fields: 'Control Panel ID' (a green box), 'CP Login ID *' (a text box), 'CP Password *' (a text box), 'CP Confirm Password *' (a text box), 'TimeZone' (a dropdown menu showing '(GMT+02:00) Jerusalem'), 'Current IP' (a green box), 'Created on' (a green box), 'Owner registration' (a green box), 'Last Update' (a green box), and 'Last Connect Time' (a green box). At the bottom, there are four buttons: 'OK', 'Apply', 'Delete', and 'Cancel'.

Figure 6-2: New Control Panel Page (Self Registration enabled)

The screenshot shows the 'Control Panel Update' form. At the top, there are navigation tabs: Users List, Service Providers List, Control Panels List (selected), Statistics, Services Info, Logout, Customization, Configurations, Control Panels Groups, Email & SMS Settings, SMS/Email Traffic, and Licenses. The form itself has a title bar 'Control Panel Update'. Below it, there are several input fields: 'Control Panel ID' (a green box), 'ISP Account No. *' (a text box with '56455'), 'CP Login ID *' (a text box with 'guyrcoulm' and a 'Change' button), 'CP Password *' (a text box), 'CP Confirm Password *' (a text box), 'Service provider' (a dropdown menu showing 'No SP Association'), 'Account number' (a text box), 'Web Login ID *' (a text box with 'guyrcoulm'), 'Web Password *' (a text box), 'Web Confirm Password *' (a text box), 'First Name' (a text box with 'Guy'), 'Middle Name' (a text box), 'Last Name *' (a text box with 'Amari'), 'Cell Phone' (a text box), 'Email' (a text box), 'TimeZone' (a dropdown menu showing '(GMT+02:00) Jerusalem'), 'Current IP' (a green box with '10.195.156.13'), 'Last Update' (a green box with '12/18/2011 3:39:07 PM'), and 'Last Connect Time' (a green box with '12/18/2011 3:39:41 AM'). At the bottom, there are four buttons: 'OK', 'Apply', 'Delete', and 'Cancel'.

Figure 6-3: New Control Panel Page (Self Registration disabled)

Table 6-1: Control Panel Update Page

Field	Description
Control Panel ID	The serial number of the control panel that is allocated automatically when the customer is created.
ISP Account Number	The customer’s account number at the ISP/Cable provider used for billing purposes (only applicable when the Self Registration option is disabled).
CP Login ID	Used by the control panel for identification when connecting to RISCO Cloud. This parameter must be identical to the CP ID programmed at the control panel. To edit this field, click the Change button to the right of the field then click OK in the confirmation dialog box. The maximum number of characters you should enter for the CP ID is 16.
CP Password	Used by the control panel for authentication when connecting to RISCO Cloud. This parameter must be identical to the CP Password programmed at the control panel. The maximum number of characters you should enter for the CP Password is 16.
CP Confirm Password	Confirmation field for the CP Password.
Web Login ID	The customer’s login name that they must enter when they log in to the Web User Application (only applicable when the Self Registration option is disabled).
Web Password	The customer’s password that must be entered when they log in to the Web User Application. The maximum number of characters you should enter for the Web Password is 16 and the password must begin with a letter (only applicable when the Self Registration option is disabled).

Field	Description
Web Confirm Password	Confirmation field for the Web Password (only applicable when the Self Registration option is disabled).
First/Middle/Last Name	The customer's personal details for identification purposes (only applicable when the Self Registration option is disabled).
Cell Phone/E-mail	Additional customer information for reference purposes (only applicable when the Self Registration option is disabled).
Time Zone	The UTC offset and time zone in which the control panel is located.
Current IP	IP address of the control panel (this parameter is displayed after the first connection between the control panel and RISCO Cloud).
Last Update/By	Last time the control panel fields were updated and details of the user/administrator that performed the changes.
Last Connect Time	Last time the control panel connected to RISCO Cloud.

The following diagrams show world time zones, US time zones and their UTC offset.

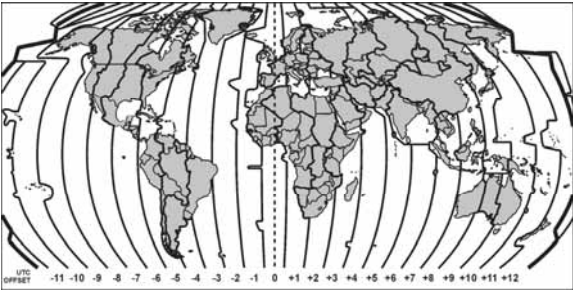


Figure 6-4: World Time Zones

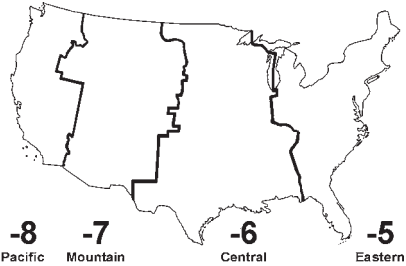


Figure 6-5: US Time Zones

6.2. Editing an Existing Control Panel

To edit an existing control panel:

1. On the Control Panels List page, click the CP Login ID of the customer you wish to edit; the Control Panel Update page is displayed.
 2. Enter the control panel's details as required.
 3. Click OK to update and return to the Control Panels List.
- Or –
- Click Apply to update and remain on the Control Panel Update page.

6.3. Deleting a Control Panel

To delete a control panel:

1. On the Control Panels List page, click the CP login ID of the control panel you wish to delete; the Control Panel Update page is displayed.
2. Click Delete and then OK; the control panel is deleted.

6.4. Additional Control Panel Options

On opening the Control Panel Update page, the column on the left hand side offers a number of additional options relevant to each control panel. These are as follows:

- **Event Forwarding** – allows the user to enable or disable the event forwarding groups that are available for the Alerts event forwarding feature in the Web User Application.
- **Service Providers** – allows the user to define the service provider (monitoring service) to which events are reported.
- **Web Users** – allows the user to add additional Sub users for the security panel.
- **Group Membership** – on this page the user can assign the panel to any group available in RISCO Cloud.
- **Devices Descriptors** – allows the web user to edit descriptors of registered devices via WUApp.
- **User Video Events** – on this page the user can define additional user video event parameters and view a log of the video events removed by the web user.\
- **CP Statistics** – allows the user to view general statistical information about the selected control panel and associated Web and Smartphone user
- **Smartphone List** – allows the user to view the list of registered Smartphone's associated to the selected control panel.

Each of these options is explained in the following sections.

6.4.1. Event Forwarding

Alert notification is an event forwarding feature that allows notification by email or text message after an event has occurred. The list of event forwarding options appears on the Control Panel Update page located below the customer details. This option in the Web Administration application is used for enabling or disabling email and/or SMS notification per event forwarding group. Contacts for event forwarding, however, are edited by the customer in the Alerts section of the Web User application. The user fills in contacts credentials and then chooses the desired events to be forwarded from the available groups, as chosen by administrator on this page.

To edit event forwarding options:

1. Open the Control Panel Update page.
2. Click the Event Forwards link in the left-hand column; the Event Forwards table is displayed.

Users ListService Providers ListControl Panels ListStatisticsServices InfoLogoutCustomizationConfigurationsControl Panels GroupsEmail & SMS SettingsSMS/Email TrafficLicenses

Control Panel's Event Forwards List

Group Name	Email	SMS	Last Update	Updated By
Arm/Disarm	☒	☒	5/17/2012 1:00:38 PM yaron	
Fire	☒	☒	5/17/2012 1:00:38 PM yaron	
Burglary	☒	☒	5/17/2012 1:00:38 PM yaron	
Medical - SOS	☒	☒	5/17/2012 1:00:38 PM yaron	
Peripheral Notification	☒	☒	5/17/2012 1:00:38 PM yaron	
Power Outage	☒	☒	5/17/2012 1:00:38 PM yaron	
RF Jamming	☒	☒	5/17/2012 1:00:38 PM yaron	
Service - Maintenance	☒	☒	5/17/2012 1:00:38 PM yaron	
Take Image	☒	☒	6/13/2012 6:02:50 PM admin	

UpdateCancel

Figure 6-6: Event Forwards Table

3.

Using the checkboxes that appear in the E-mail and SMS columns enable or disable event forwarding per event group as required.
4.

Click Update.

6.4.2. Service Provider

Service providers can generally be defined as the monitoring station to which RISCO Cloud forwards event data. This section explains how to allocate a service provider to a control panel. The list of service providers available for allocation to a control panel is determined elsewhere in this application – see Service Providers List.

Allocating a service provider to a control panel

Each control panel can be allocated with several service providers, Proxy or IP SIA. This ensures that the service provider to which the customer has subscribed will receive the relevant event messages generated by the customer’s security system. The event will be filtered by the Event Forwarding as explained above, and by Service Provider Event List as defined per service provider, see Editing the Service Provider’s Event List.

To allocate a service provider to a control panel:

1.

Open the Control Panel Update page.
2.

Click the Service Providers link in the left-hand column; the Service Providers table is displayed. The page appears as follows.

Users ListService Providers ListControl Panels ListStatisticsServices InfoLogoutCustomizationConfigurationsControl Panels GroupsEmail & SMS SettingsSMS/Email TrafficLicenses

Control Panel Service Providers

Service	Account No	Disabled	Last Update	Updated By
Edit	Delete	ELPX QA 0200	No	5/17/2012 2:57:46 PM yaron

New SP

Figure 6-7: Service Provider Allocation

3.

Click on New SP button then choose an available service provider.
4.

Enter the account number in the text field provided.
- 

This account will be reported in the events sent to service provider’s monitoring system, regardless of the account number registered in the panel for other means of communication.
5.

Click Update.

Editing a control panel's service provider

To edit a control panel's service provider:

1. Open the Control Panels Update page.
2. Click the Service Providers link in the left-hand column; the Service Providers table is displayed. – see Figure 6-7.
3. Click the Edit link next to the control panel's service provider.
4. Edit the service provider details as required.



If you want to disable the service provider without deleting it from the control panel's record, select the Disabled check box.

5. Click Update.

Deleting a service provider from a control panel record

To delete a service provider from a control panel record:

1. Open the Control Panel Update page.
2. Click the Service Providers link in the left-hand column; the Service Providers table is displayed – see Figure 6-7.
3. Click the Delete link next to the control panel's service provider; the service provider is deleted.



This procedure only deletes the service provider from the control panel record and does not delete the service provider from the RISCO Cloud database.

6.4.3. WEB Users

On the WEB Users page, the RISCO Cloud administrator can create additional Sub users to work with the WUApp, receive Video Events and use a Look In option to view their premises. Sub users can also be created by the Master user of the security panel registered in the Control Panel Update page, and referred as Web Users in the WAApp.

Users List

Service Providers List

Control Panels List

Statistics

Services Info

Logout

Customization

Configurations

Control Panels Groups

Email & SMS Settings

SMS/Email Traffic

Licenses

Control Panel Web Users

		Login	Name	Phone	Email	Last Update	Type	Verified?	First Login
Edit	Delete	agility600	yaron Agility200 Elbahary			6/17/2012 12:42:58 PM	Owner	Yes on (5/17/2012 1:03:04 PM)	5/17/2012 1:12:43 PM
Edit	Delete	harel200	Elbahary			5/17/2012 1:04:06 PM	SubUser	Yes on (5/17/2012 1:04:06 PM)	6/18/2012 3:20:09 PM
Edit	Delete	yaron200	Elbahary			5/17/2012 1:04:29 PM	SubUser	Yes on (5/17/2012 1:04:29 PM)	6/18/2012 3:28:36 PM
Edit	Delete	adir200	elbahary			9/20/2012 3:05:27 PM	SubUser	Yes on (9/20/2012 3:05:27 PM)	9/20/2012 3:05:58 PM
New Subuser									

Figure 6-8: New Web Page User

6.4.4. Creating Sub users

To create a WEB User (Sub User) to work with the control panel:

- 1. Open the Control Panel Update page.
- 2. Click the Web Users link in the left-hand column, the Control Panel Web Users page is displayed.
- 3. Click on New Sub user.
- 4. Control Panel Web Users page appears, as displayed below.



Figure 6-9: New Web (sub) User Creation

Table 6-2: Adding New Web (sub) User

Field	Description
Login ID	The Sub Users’ login name that he must be entered when logging in to the Web User Application.
Login Password	The Sub Users’ password that must be entered when logging in to the Web User Application. The maximum number of characters that should be entered for the Web Password is 16 and the password must begin with a letter.
Login Confirm	Confirmation field for the Login Password.
First/Middle/Last Name	The customer's personal details for identification purposes.
Cell Phone/E-mail	Additional customer information for reference purposes.
Last Update	Last time the web user’s information was updated.

6.4.5. Group Membership

Using this page you can include or remove the security panel from relevant Control Panel Groups. To see more information about the Control Panel Groups, refer to Control Panels Groups section.

- 1. Open the Control Panel Update page.
- 1. Click the Group Membership link in the left-hand column, a Control Panel Group List is displayed.

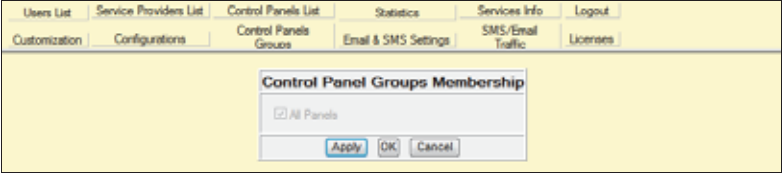


Figure 6-10: Control Panel Groups Membership

- 2. Select or deselect relevant checkboxes.
- 3. Click Apply to update the selection and remain on the same page, or OK to return to Control Panel Update page.

6.4.6. Device Descriptors

The Device Descriptors page allows the user to enable/disable the editing of descriptors of registered devices via WUApp by the web user for the selected control panel.

- 1. Open the Control Panel Update page.
- 2. Click the Device Descriptors link in the left-hand column, the Control Panel Device Descriptors page is displayed as shown above.

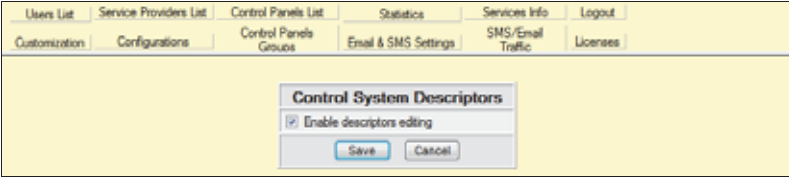


Figure 6-11: Control Panel Device Descriptors

- 3. Select or deselect the relevant check box.
- 4. Click Save to update the selection.

6.4.7. User Video Events

On the User Video Events page the user can define additional user video event parameters and view a log of the video events removed by the web user.

- 1. Open the Control Panel Update page.
- 2. Click the User Video Events link in the left-hand column, the Control Panel User Video Events page is displayed.

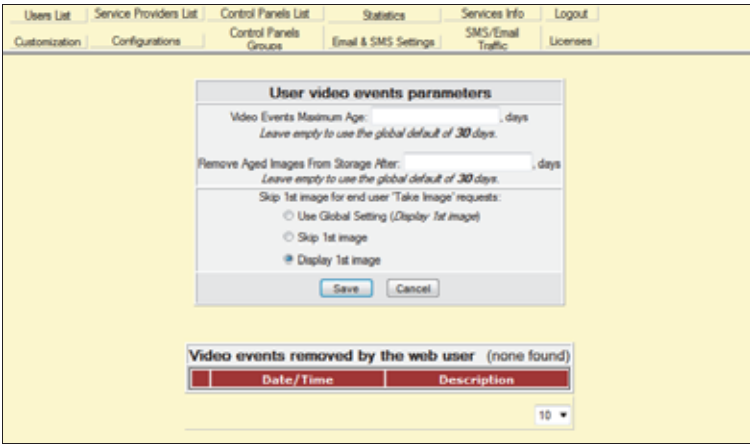


Figure 6-12: Control Panel User Video Events

1. Define the relevant parameters.
4. Click Save to update the changes.

Video events removed from the system by the web user are displayed in the list directly below the user video event parameters. Upon a request from the web user, the Restore option allows the administrator user to restore any deleted video events from storage.

6.4.8. CP Statistics

The CP Statistics page allows the user to view general statistical information about the selected control panel and associated Web and Smartphone user.

To display the CP Statistics page:

1. Open the Control Panel Update page.
2. Click the CP Statistics link in the left-hand column; the CP Statistics page is displayed.

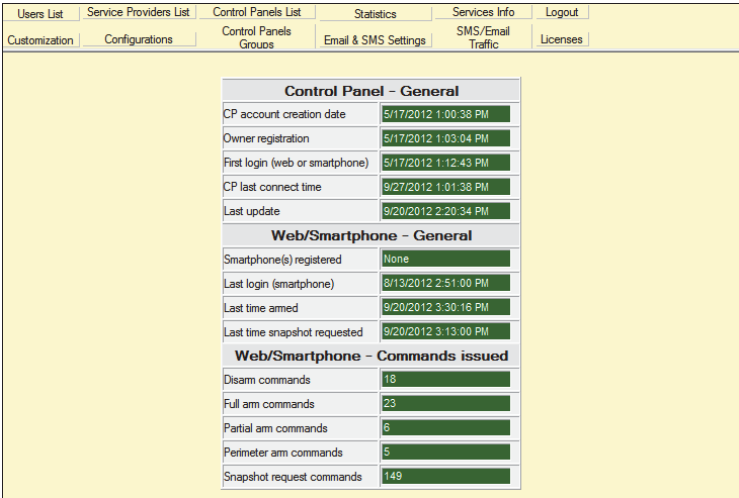


Figure 6-13: CP Statistics

Table 6-3: CP Statistics

Field	Description
CP account creation date	The time the control panel account was created
Owner registration	The first time the owner of the control panel registered to the RISCO Cloud system
First login (Web or Smartphone)	The first time the user logged into the RISCO Cloud system using the web or Smartphone application was recorded
CP last connect time	The last time that the control panel connected to the RISCO Cloud system
Last update	Last time the Web or Smartphone application user's information was updated.
Smartphone(s) registered	The number of Smartphone registered to the control panel
Last login (Smartphone)	The last time that a Web or Smartphone application user logged into the RISCO Cloud system
Last time armed	The last time Web or Smartphone application user armed the control panel
Last time snapshot requested	The last time Web or Smartphone application user requested a snapshot
Disarm commands	The number of times a Web or Smartphone application user activated a disarm command
Full arm commands	The number of times a Web or Smartphone application user activated a full arm command
Partial arm commands	The number of times a Web or Smartphone application user activated a partial arm command
Perimeter arm commands	The number of times a Web or Smartphone application user activated a perimeter arm command
Snapshot request commands	The number of times a Web or Smartphone application user activated a snapshot request command

6.4.9. Smartphone List

The Smartphone List page allows the user to view the list of registered Smartphone’s associated to the selected control panel.

To display the Smartphone List page:

- 1. Open the Control Panel Update page.
- 2. Click the Smartphone List link in the left-hand column; the Smartphone List page is displayed.

List of registered smartphone devices			
	Last Update	Device Token	UDID
Unregister	6/22/2012 7:10:26 AM	android:APA91bEGr7Q7DIYMo8XTJK34nAr3PNEQC_ivxOhDIImZ1-9_QRkbEmKqr5kr43xxduMpYGWctUaol1x0bFreYMFicNSI95cR4ewWROeuAmYnoBnSeiSbAFLF339S4g8TNccSYAQ	
Unregister	6/19/2012 11:53:01 AM	aba6e22000ea5e94ceb9cdac16942f72e230b98519880b27339c9379af60c4c2	
Unregister	6/19/2012 11:51:00 AM	965e9750a03a4dcac403af0c90a716f247223f26772873c02651a6089220d6af	

Figure 6-14: CP Statistics

The Unregister option allows the administrator user to unregister any Smartphone user from the system.

7. Control Panels Groups

In the RISCO Cloud server, all security panels are registered in the same database, managed by the same services and exposed to the RISCO Cloud administrator. The WEBRp users, whose accounts are managed by the RISCO Cloud administrator as well, can access this database using a WEBRp program supplied by the RISCO Cloud administrator to relevant personnel, for panels’ maintenance purposes. By uploading panels’ parameters, the WEBRp operators can change programming, view arm status, system event log, Etc...

When uploading the security panels list, the WEBRp operators should be exposed only to security panels relevant for them. For this purpose, Control Panel Groups are available to RISCO Cloud administrator, to create relations between security panels, WEBRp users and monitoring stations. When clicking the Control Panels Groups icon from the main menu, the following page appears, displaying a list of all Control Panels Groups available.

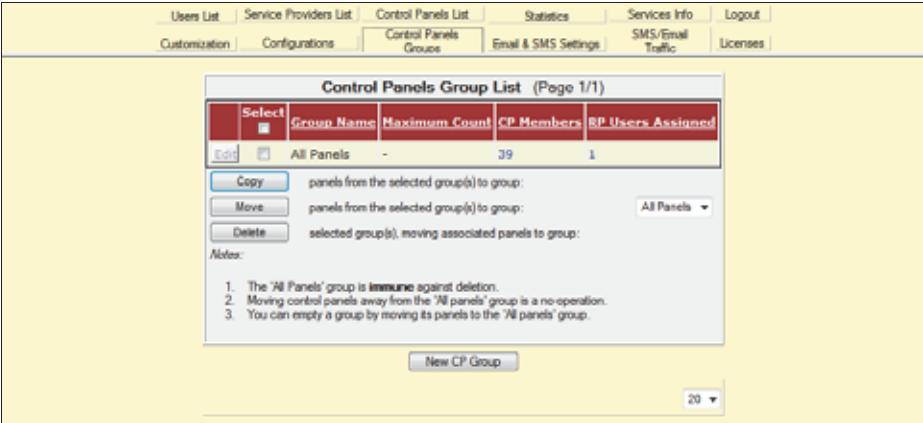


Figure 7-1: Control Panels Groups

Table 7-1: Control Panels Groups Fields

Field	Description
Group Name	The Name of the Control Panel Group, and can be changed by clicking on the Edit button on the left hand side of the list.
Maximum Count	The maximum number of security control panels that can be added to the group.
CP Members	Displaying the number of the security control panels assigned to each group.
RP Users Assigned	Displaying the number of the WEBRp users assigned to each group.

7.1. Creating a Control Panel Group

1. Open the Control Panels Groups page.
2. Click on the New CP Group button. The New Control Panel Group page is displayed.

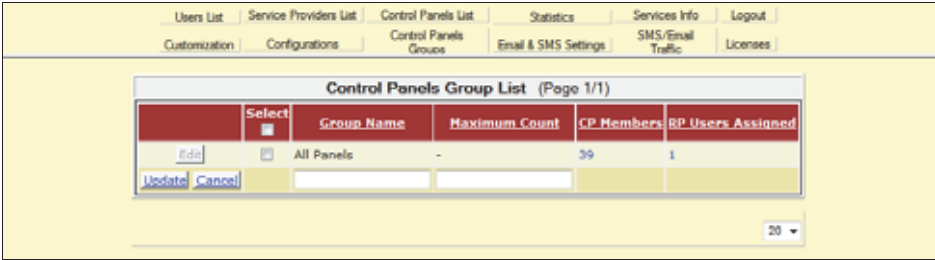


Figure 7-2: New Control Panels Group Creation

3. Enter the name for the new Control Panels Group.
 4. Define the maximum number of control panels that can be added to the Control Panels Group.
- When creating a new group, the group is empty until panels and WEBRp users are copied or moved to it.
5. Click Update to save the defined Control Panels Group and return to main page, or Cancel to return without saving the changes.

7.2. Managing Control Panels Groups

1. On the Control Panels Groups page click on Edit to change the name of the Group or on the numbers displayed in CP members and RP Users Assigned columns to edit the relevant control panels and WEBRp Users respectively.

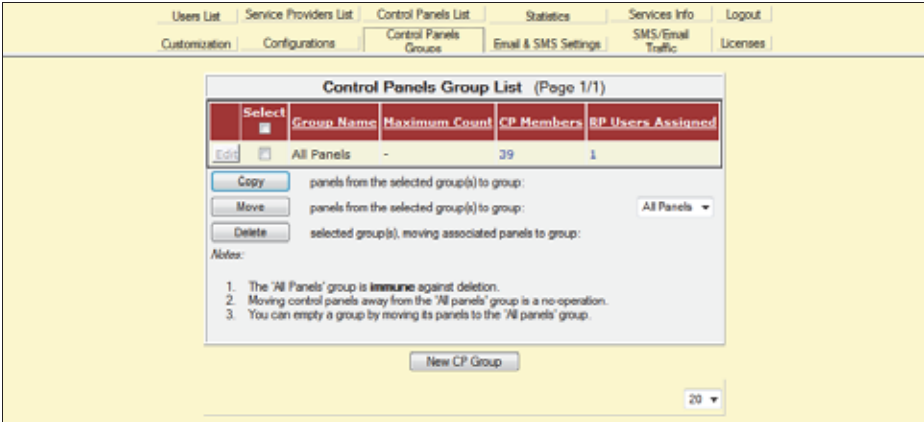


Figure 7-3: Control Panels Groups List

2. When Clicking on the number of CP Members column, the list of security panels assigned to the group is displayed, as shown below.



Figure 7-4: Control Panels Assigned to Specific Group

- To copy/move control panels to another group, select panels by selecting a checkbox in Select column, then choose a group in the drop down list on the right, and then click the Copy or Move button.
- To remove a control panel from group association, use the CP Update Page – see section.
- To create a new control panel group, click on the New CP Group button. The creation procedure is similar to the section about Adding a New Control Panel.
- When clicking on a number of the RP Users Assigned column on the Control Panel Group List, in a similar manner, the list of assigned WEBRp users is displayed, as shown below.

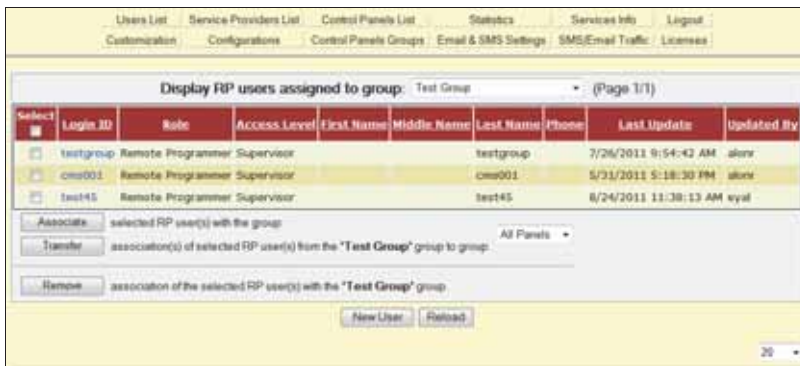


Figure 7-5: Users Assigned to Specific Groups

On this page you can associate the WEBRp User with an additional group, by selecting a group from the drop down list and a user by checking the relevant checkbox, then clicking on the Associate button.

- To transfer one or multiple users to another group, check the relevant checkboxes, select a new group from the drop down list, and click on the Transfer button (this function is widely used when replacement for a WEBRp user is necessary, allowing you to avoid transferring each panel individually).
- Clicking on the New User button will open a page for WEBRp user creation as described in the section about Adding a New User.