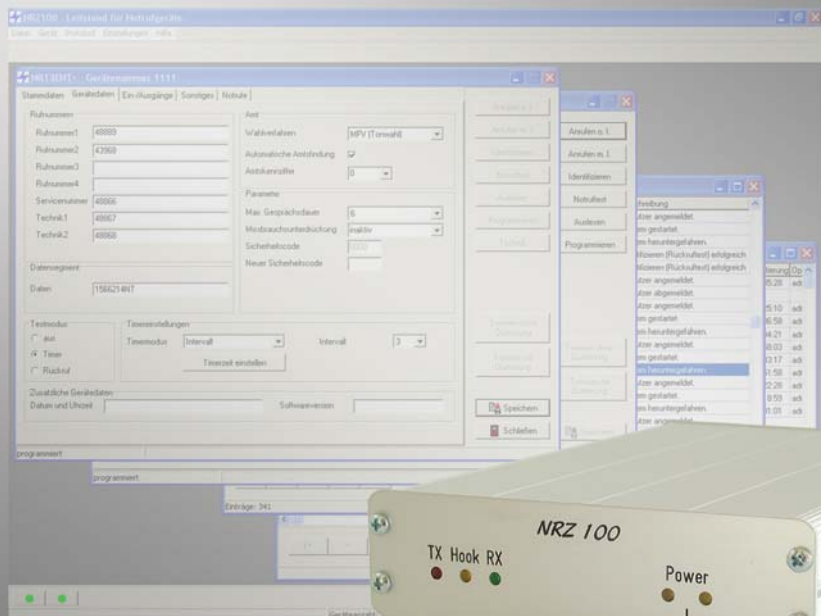


NRZ 100

Emergency Call Center

PC-Software



User Manual



Telegärtner Elektronik GmbH

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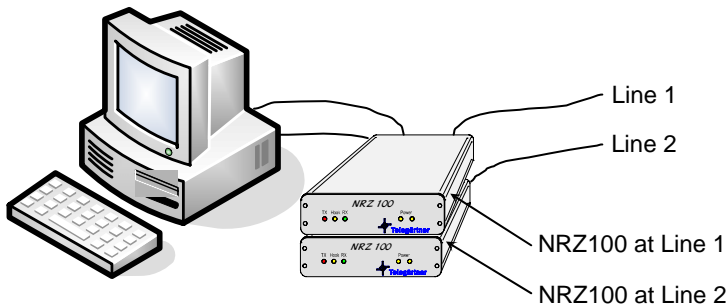
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General information

The NRZ100 emergency call center is a system for the administration of emergency call mechanisms and for the receiving of emergency calls. The call center consists of the software NRZ100, which is executable on a PC with Windows 2000 Professional or Windows XP and one or two NRZ100 devices, which are connected to the PC and are using analogue telephony line to communicate with the emergency call mechanisms. Up to 100 emergency call devices can be locked at the emergency call center NRZ 100.



The NRZ100 Software offers the following capability characteristics:

- administration of two NRZ100 devices via RS232 interfaces
- administration of up to 100 emergency call devices
- emergency call pursuit (device-number-referred)
- timer and recall tests
- emergency call logging
- event logging
- reminding on open emergency calls
- indication of missing timer and recall tests
- several authorization levels for users

The following emergency call devices of Telegärtner are supported:

- NRT1NT
- NRT1NT+
- NRT1PT
- NRT2
- NRT2NT
- NRT2NT+
- NRT3ET
- NRT3ENT
- NRT3ENT+
- NRT3T
- NRT3NT
- NRT3NT+
- MSA3+
- SNR1

Recommended configurations of the emergency call center

Emergency call center without timer and recall

If there is no use of timer and recalls, one single NRZ100 is usually sufficient. With this NRZ100 the emergency calls are handled with and the device-related functions such as a programming, selections, identifying etc. are accomplished.

Emergency call center with timer and recall

Even if timer and recalls of the emergency call devices are to be worked on with, it is recommended to use a second NRZ100. The second NRZ100 needs its own local loop. The first NRZ100 at line 1 is adjusted to the operating mode 'normal operation' and the second NRZ100 at line 2 to 'timer operation'. With the first NRZ100 the emergency calls are worked on and the device-related functions such as a programming, selections, identifying etc. are accomplished. By using two NRZ100 in this way, you ensure, that the emergency call center is free for emergency calls usually.

Installation

System requirement

PC minimum requirement:

- MS - Windows 2000, XP
- main memories: 256MB
- HD memory: 100MB free
- RS232 interface for each NRZ100
(Use an USB-RS232-converter if no one or too few RS232 interfaces)
- VGA screen with 1024 x 768 pixels and 16bit colour

Software installation

Insert installation CD. If starting screen does not appear automatically, double-click on **Setup.exe** in main menu of CD. Follow the instructions of the installation program.

NRZ100 hardware connections

1. Connect the modular plug of the enclosed RS232 of interface cable to the modular jack 'RS232' of the NRZ100. Connect the other end of the cable with a free RS232 interface of the PC.
2. Connect the enclosed headset with the NRZ100. The green plug into the socket 'Speaker', the pink plug into the socket 'Mic'.
3. Connect the NRZ100's socket 'office' with the telephone connection box.
4. Connect the modular plug of the enclosed AC adaptor with the modular jack 'power' and then connect AC adaptor to the mains.

Safety Precaution

Use only the plug-in power supply contained in the scope of supply of the NRZ100.

Check the plug-in power supply for mechanical damages before the use. A damaged plug-in power supply may not be used since otherwise there is serious danger.

You may not carry out any changes at the plug-in power supply. Otherwise there is serious danger!

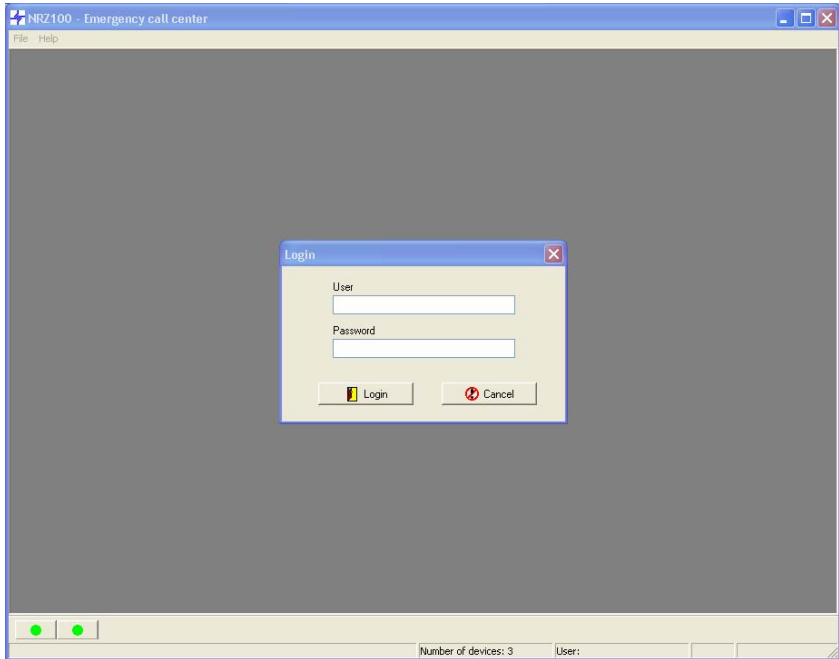
If you want to use a second NRZ100, proceed in same way.

First start of Program

With the first program start the database and the database server are installed and activated. The access to the database server is generally made by network accesses, even if both, program and database server, are installed on same PC. Active firewalls, e.g. the firewall of Windows XP on your PC, can block the ac-

cess of the program to the database server. The firewall can produce a blocking message. You have to allow access to the network, otherwise the program cannot be started!

After the program has started, the login window appears. Here you have to log in to the program. In delivering condition only the user Admin is present without password! Use Admin for logging in.



Next you should make the settings of the used NRZ100 devices (see chapter [NRZ100 Settings](#)) and the PC program (see chapter [Software Settings](#)). Then you should assign a password to the user Admin and apply further users (chapter [User Settings](#)).

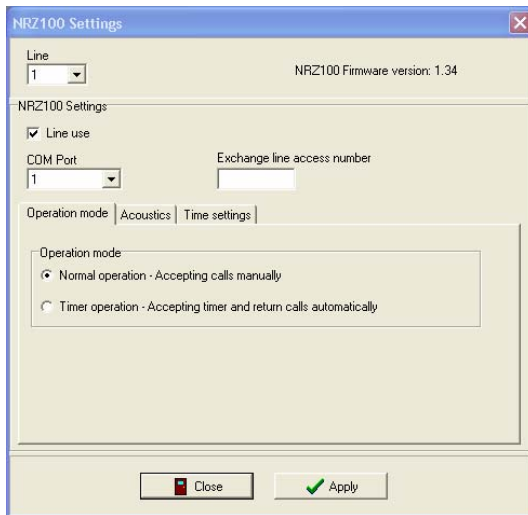
Settings

The program offers the possibility of adapting different functions and parameters to the individual needs in menu 'Settings'. Software settings is for the adjustment of the PC program and NRZ100 settings concerns the adjustment of NRZ100 hardware.

NRZ100 Settings

Device Settings

In menu 'Settings / NRZ100 / Settings' all settings can be changed, which concern the NRZ100 devices connected to the PC.



The program is able to control up to two NRZ100 devices. They are named Line 1 and Line 2.

With 'Line' you choose the NRZ100 device, you will change.

With 'Line use' you decide if program should use the corresponding NRZ100 device.

With 'COM Port' you make the setting for the RS232 interface of the PC.

The field 'Exchange line access number' sets the digits that must be dialled to access to the exchange line if the NRZ100 is connected to a PABX.

The field 'Operation mode' sets the mode of operation for the NRZ100 device.

Operation mode

'Normal Operation':

In normal operation mode a call is signalled acoustically by the NRZ100 and visually by the PC software. Optionally a call can be also signalled acoustically by the PC software. The call must be taken by clicking <Accept> by the user.

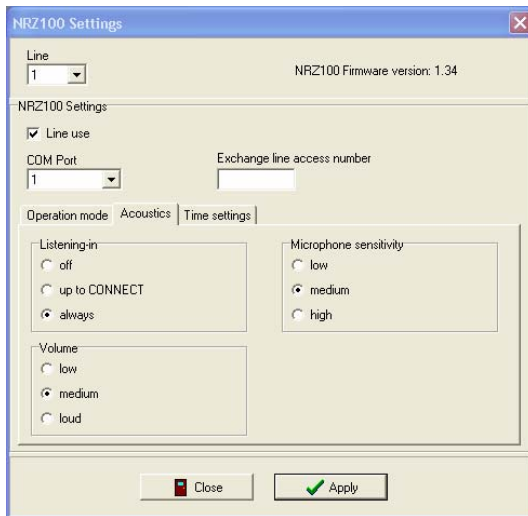
'Timer Operation':

In Timer Operation a call is automatically taken by NRZ100.

However, only timers and recalls, as well as technical emergency calls are taken automatically. Person emergency calls are rejected. In this case the emergency call device makes a further call to an alternate number, if this is programmed in the emergency call device.

Note: If no user is logged in the program, all NRZ100 are in timer mode. Only if a user is logged in, the settings for the mode of operation are set.

Acoustics:



'Listening-in' specifies whether and how long you can listen to the phone line while the protocol is active.

If Listening-in is 'off', there is no listening to the line.

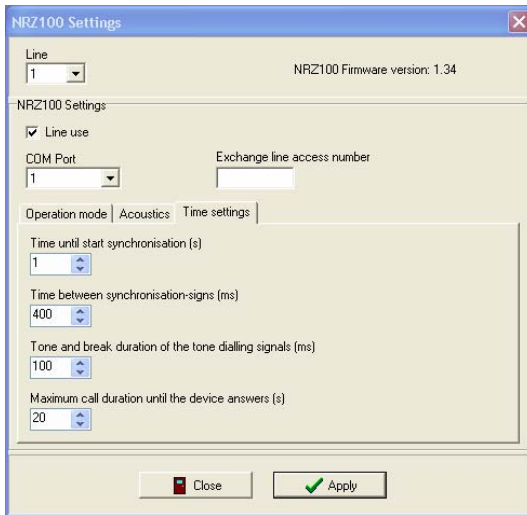
If Listening-in is 'up to CONNECT', you listen till CONNECT appears.

If Listening-in is 'always' you are listening the whole protocol.

The setting of 'Volume' adjusts the loudness of the speakers of the headset.

The setting of 'Microphone sensitivity' adjusts the sensitivity of the microphone in the headset.

Time settings:



The setting of 'Time until start synchronisation' specifies the delay time to the sending of the first synchronisation-sign after dialling. The synchronisation-sign indicates a call from a emergency call center for the emergency call device. There are public exchanges and PABX, which interprets the synchronisation-sign itself, if it comes too fast after the call number. In this case you have to increase the delay time.

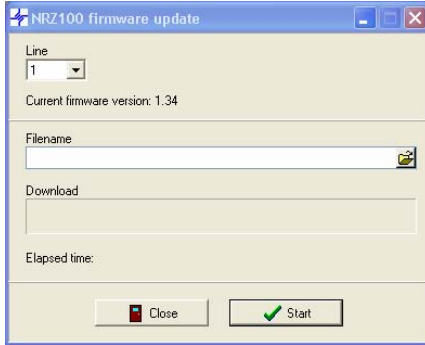
The setting of 'Time between synchronisation-signs' specifies the pause between two synchronisation-signs. In this time the NRZ100 examines whether an emergency call device answers the call.

The setting of 'Tone and break duration of the tone dialling signals' is possibly of importance, if the NRZ100 or an emergency call device is connected to a VoIP network. The tone and pause period of the tone dialling signal then must be changed.

The setting of 'Maximum call duration until the device answers' specifies how long the NRZ100 waits after end of dialling, until an emergency call device is answering.

Firmware Update

In menu 'Settings / NRZ100 / New firmware' a new firmware can be loaded into NRZ100. This may be necessary for example for extending the performance of NRZ100.

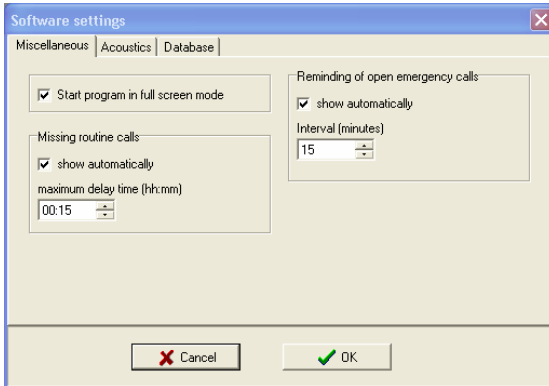


The setting of 'Line' specifies the line of NRZ100, which is to receive a new firmware. The field 'Filename' is to select the file with the new firmware. With <Start> the procedure is started. The indicator shows the progress of download.

Software Settings

In menu 'Settings / Software' different changes of the PC software can be made.

Miscellaneous



Start program in full screen mode:

The setting of 'Start program in full screen mode' decides whether the program starts in full screen mode.

Missing routine calls:

With activation of 'show automatically' all missing timers and recalls are automatically displayed on screen.

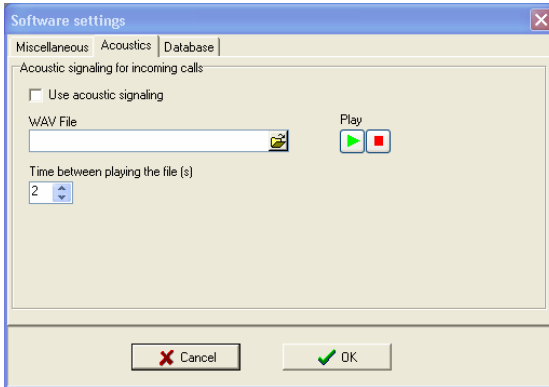
With 'maximum delay time' you fix the delay time in hours and minutes in which the timer and recalls may come late.

Example: A device is programmed to call at 22:10 and maximum delay time is 00:15. The latest time for the call is 22:25 otherwise it is registered as missing call.

Reminding of open emergency calls:

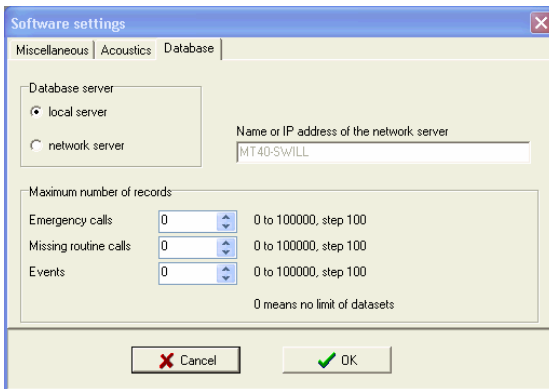
With the function 'reminding of open emergency calls' you are reminded of emergency calls, which were not acknowledged yet. If 'show automatically' is selected, a window appears in intervals selected in the field 'Interval'. How to acknowledge an emergency call shows chapter [Open Emergency Calls](#).

Acoustics



Is 'Use acoustic signalling' active, the sound file selected with 'WAV file' is played during incoming call. The sound file is repeated until call is taken by operator or when call stops. 'Time between playing the file' specifies the pause between repeating the file. 'Play' plays the selected sound file.

Database



With installation of the PC software a database server on the PC was installed. The adjustment 'local server' accesses this server. By changing to 'network server' the program accesses the database of another PC via network. In 'Name or IP address of the network server' the name or the IP address of the PC server has to be filled in. All changes get effective after a restart of the software.

Maximum number of records

The maximum number of records can be adjusted for the database tables in the panel Maximum number of records. If the maximum number is reached, the oldest data sets are overwritten.

If the number of records is set on 0, this means that there is no restriction of the number of records.

If the number of datasets is set on a value which is smaller than the number of datasets in a database table, the table is reduced to the adjusted number of records. To this the oldest records are deleted.

All changes get effective after a restart of the software.

User Settings

After new installation of the software only the user Admin works without password. This user has rights of an administrator and can install further users. You should specify a password after the installation for the user Admin, in order to avoid unauthorized use. Keep your password in a safe place.

User Groups

Each installed user belongs to a user group. There are three groups:

- Administrators
- Main user
- User

Administrators

An administrator can use all functions of the program.

Main User

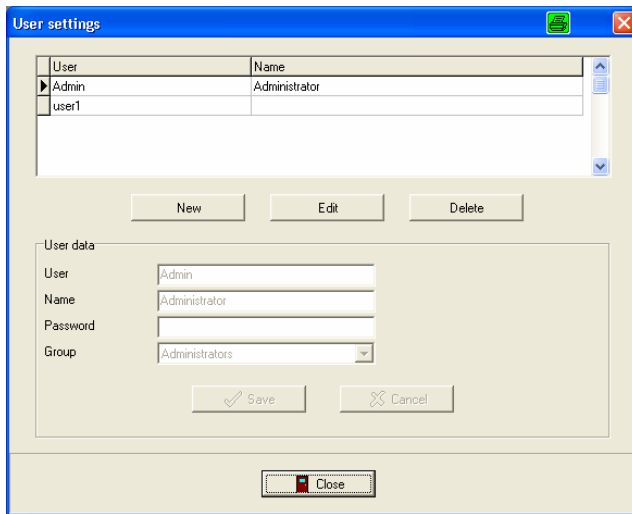
Main users can use all functions except 'File / Export', 'Settings / Users', 'Settings / Software' and 'Settings / NRZ100'.

User

Users only can handle emergency calls.

New User

In order to create a new user, you have to log in as a user with administrator rights, e.g. user Admin. Now open the menu 'Settings' and select the menu option 'User'. It opens the window 'User settings'.



Click on <New> and type in the data of the user.

By clicking <Save> the data is stored. If you do not want to save the data, click <Cancel>.

Note: Password must have at least 4 signs and a maximum of 20 signs.

Change User

In order to be able to change the data of a user, you must be logged in as administrator, e.g. user Admin. Open menu 'Settings', select the menu option 'User'. Select in the table the user, whose data have to be changed. Click <Edit> and you can change the user's data now. By clicking <Save> the data is stored. If you do not want to save the data, click <Cancel>.

Delete User

In order to be able to delete a user, you must be logged in as administrator, e.g. user Admin. Open menu 'Settings', select the menu option 'User data'. Select in the table the user, whose data have to be deleted. Click <Delete>. Answer the following safety inquiry with <Yes>, in order to delete the user data.

Change Password

Each user can change its own password. Open menu 'Settings', select the menu option 'Change password'. In the following window you can enter a new password. You have to enter the old password, the new password and the new password again. With <Ok> the new password becomes active, with <Cancel> the old password remains active.

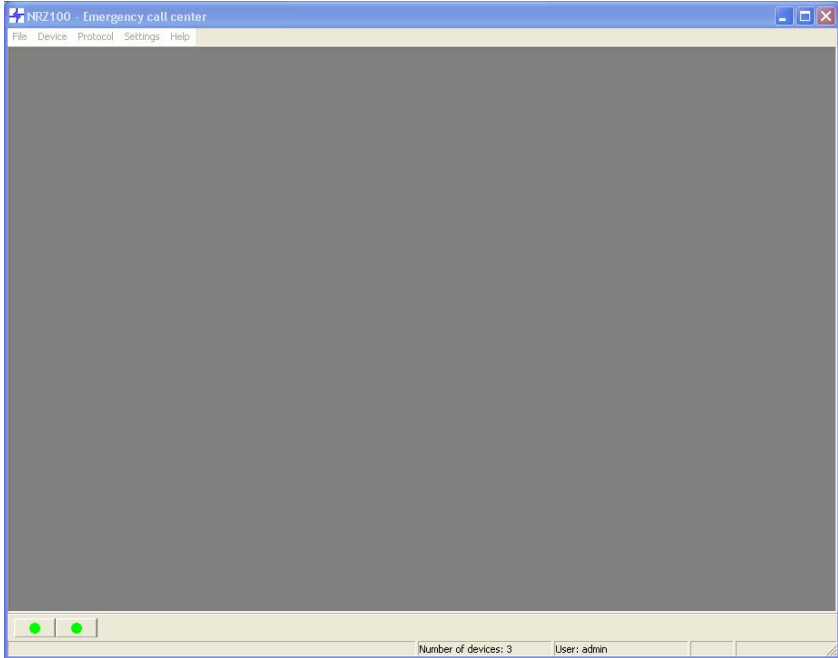


A dialog box titled "Change password" with a close button (X) in the top right corner. The dialog contains three text input fields: "Password", "New password", and "Confirm new password". At the bottom, there are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.








Software Operation

Main Menu

With this menu different functions of the software can be started.



In the center of the status line (lower border of the window) the number of devices contained in database is indicated. There is a maximum of 100 devices which can be stored in database. Right beside it the user name of the logged in user is shown. Above the status line on the left there are two indicators to show the status of line 1 and 2. The line status indicators have the following meanings:

-  Line not used
-  Line is free, standby mode
-  Line is active
-  Call on this line
-  Firmware update for NRZ100
-  Error: No NRZ100 found
-  Error: RS232 used by other application

Login and Logout

After start of the software the login window appears. You have to log in to be able to work with the program.

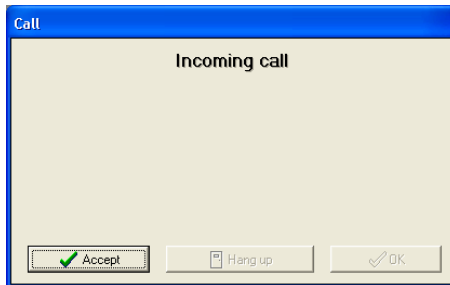
When you leave your workstation, you should log out, so that no one can use it and that incoming emergency call are rejected automatically.

For logging out select the menu option 'Logout' in the menu 'File'.

You are now logged out, the window for login appears again.

Call

If NRZ100 recognizes a call the window 'Call' appears on display.



With <Accept> the call is accepted by NRZ100 and the protocol between NRZ100 and the calling emergency call device is processed. You can notice the status information, which the NRZ100 is receiving from the emergency call device. If the protocol is processed, the window with the device data of the emergency call device opens. If it concerns a person emergency call, now you have a voice communication with the person and you get the emergency call mask of the device (see chapter [Person Emergency Call](#)). If it concerns a technical emergency call, you can see the conditions of the inputs, outputs and the triggers in the device window (see chapter [Technical Emergency Call](#)).

Person Emergency Call

If a person emergency call is present, you get the emergency call mask of the device.

NRT3ENT+ Device number 1111

Master data | Device data | Inputs and Outputs | Other | Emergency calls

Current emergency call

Index: 8

Call accepted on: 07.06.2006 09:04:27 by: admin

Call acknowledged on: by:

Info:

History of emergency calls

Index: 6

Call accepted on: 06.06.2006 11:35:12 by: admin

Call acknowledged on: 06.06.2006 11:39:14 by: admin

Info:

Call without ident

Call with ident

Identity device

Emergency call test

Reading device

Programming device

Technical call

Hang Up without acknowledge

Hang Up with acknowledge

Save

Close

programmed

In the field 'Current emergency call' information can be added to the emergency call under 'Info'. In the field 'History of emergency calls' you can see data of former emergency calls of this device.

By clicking <Hang Up without acknowledge> you terminate the connection with the emergency call device, but the call is not yet signed as finished. A reminder is set, to sign the call as open. In the list 'Open emergency calls' the identification number of the device appears. In order to finish the emergency call, you have to recall the device and to disconnect with 'Hang Up with acknowledge'.

If you terminate an emergency call with 'Hang Up with acknowledge' at the first time, the procedure is finished also.

Technical Emergency Call

In case of technical emergency call, the following mask appears:

Inputs	Description	Basic state	Actual state	Trigger
Input 1		open	closed	active
Input 2		open	open	not active
Input 3		open	open	not active

Outputs	Output 1	Output 2
Description		
Basic state	open	closed
Actual state	open	closed
Switching function	open	open
Impulse time	1 second	1 second

Buttons: Reading, Switching, Speaking, Hang Up

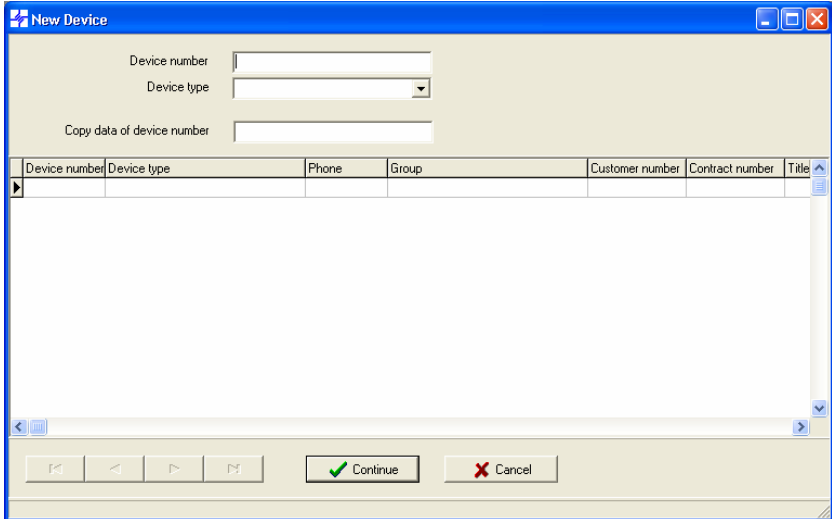
Right sidebar buttons: Call without ident, Call with ident, Identity device, Emergency call test, Reading device, Programming device, Technical call, Hang Up without acknowledge, Hang Up with acknowledge, Save, Close

This window shows you all information about the inputs and outputs of the device. In the field 'Inputs' you see the actual states of the inputs and the triggers. Active triggers indicate the inputs, which released the technical emergency call. With <Reading> the current states of the inputs and outputs from the emergency call equipment can be read. With <Switching> the settings selected in the selection field 'Switching function' and 'Impulse time', are transferred and executed. In the time of the transmission and execution of the switching commands you can not make further inputs in the window. With <Speaking> you can change into the voice communication with the emergency call device. However changing back into the technique connection is no longer possible then. With <Hang Up> the connection with the emergency call device is terminated.

Device Related Functions

New device

Open the menu 'Device' and select 'Device new' to register a new device. The window 'New Device' appears.



Device number	Device type	Phone	Group	Customer number	Contract number	Title
---------------	-------------	-------	-------	-----------------	-----------------	-------

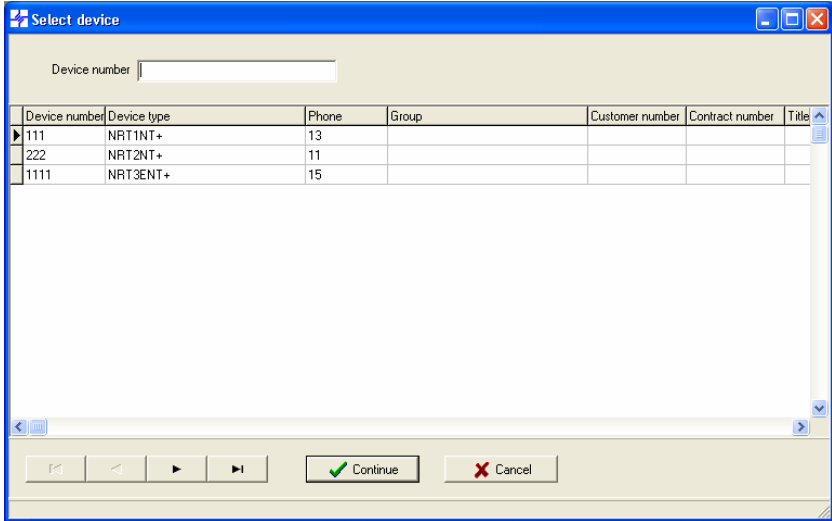
In the field 'Device number' you have to insert the device's identification number, which can have up to 9 numbers. This number can occur only once in the data base. If the number appears red during input, this is an indication for the fact that this number is already used in database. After the input of the device number you have to select the type of device. By clicking <Continue> the device data window opens for the input of the device data.

Copy Device

In order to copy the data of a device for a new device, you open the menu 'Device'. Select menu option 'Device new'. The window 'New Device' appears. Select the device to copy in the table or type in the device number in the field 'Copy data of device number' directly. In field 'Type of device' the type of the copied device is registered automatically. Now you must enter the device number of the new device as described under chapter [New device](#). By clicking <Continue> the device data window opens for the input of the device data. Note: All data except the device number of the copied device is taken over!

Select Device

To select a device from the data base, open the menu 'Device' and select the menu item 'Device select'. The window 'Select device' appears.



Select the device in the list or enter the device number in the field 'Device number'. Click <Continue>. The device window shows you the device's data. You can read out the device's data, call the device, etc.

Program a device

To program a device you have to open the corresponding device window as described in chapter [Select Device](#).

The screenshot shows the 'NRT3ENT+ Device number 1111' window. The 'Device data' tab is selected. The 'Phone numbers' section includes fields for Phone 1 (16), Phone 2 (16), Phone 3, Phone 4, Service (16), Technique 1 (16), and Technique 2 (17). The 'Exchange line' section has a 'Dial mode' dropdown set to 'DTMF (Tone dialing)', an unchecked 'Automatic exchange line detection' checkbox, and an 'Exchange line access number' dropdown. The 'Parameter' section includes 'Maximum connection duration' (1), 'Misuse protection' (inactive), 'Security code' (0000), and 'New security code'. The 'Data field' section has a 'Data' field containing 'Device NRT3ENT+'. The 'Test mode' section has radio buttons for 'off', 'Timer' (selected), and 'Recall'. The 'Timer settings' section has a 'Timer mode' dropdown set to 'daily', an 'Interval' dropdown set to '3', and a 'Set timer time' button. The 'Additional device data' section has 'Date and Time' and 'Software version' fields. On the right, there are buttons for 'Call without ident', 'Call with ident', 'Identify device', 'Emergency call test', 'Reading device', 'Programming device', 'Technical call', 'Hang Up without acknowledge', 'Hang Up with acknowledge', 'Save', and 'Close'. The status bar at the bottom left indicates 'not programmed'.

Make changes at the device's data if necessary and store your changes with <Save>. Now you can start the programming process with <Programming device>.

Read out and compare a device

If you want to read out the data of a device and compare it with the database, you have to open the corresponding device window. Start the procedure with <Reading device>. The device is called now and the data is read out. In case of differences between the read out data and the database, you will get a warning, which is to confirm with <OK>. After that you get a list with both, the read out and the database data in which the differences are shown in red colour. With <Take over> the devices data will be stored in data base. With <Close> the window will disappear without storage.

Call a device

For to call a device you have to open the corresponding device window.

Call without identification:

With <Call without Ident> the device changes to speech connection immediately. There is no test whether it is the right device.

Call with identification:

With <Call with Ident> there is a test whether it's the right device before the device changes to speech connection. If it's not the wanted device, the connection will be terminated.

Identification – manual recall

With <Identify device> you start a recall test in which the device identifies itself at the emergency call center. After clicking <Identify device> the device is called and a recall is initiated. The connection is terminated. At the emergency call center now a timeout runs in the device window, during which the device must recall. If the device recalls, the window <Call> appears as in the chapter [Call](#) described. After you accepted the call, the device identifies itself at the emergency call center. If the identification is successfully terminated, the timeout expires, and the recall test was successful.

Emergency Call Test

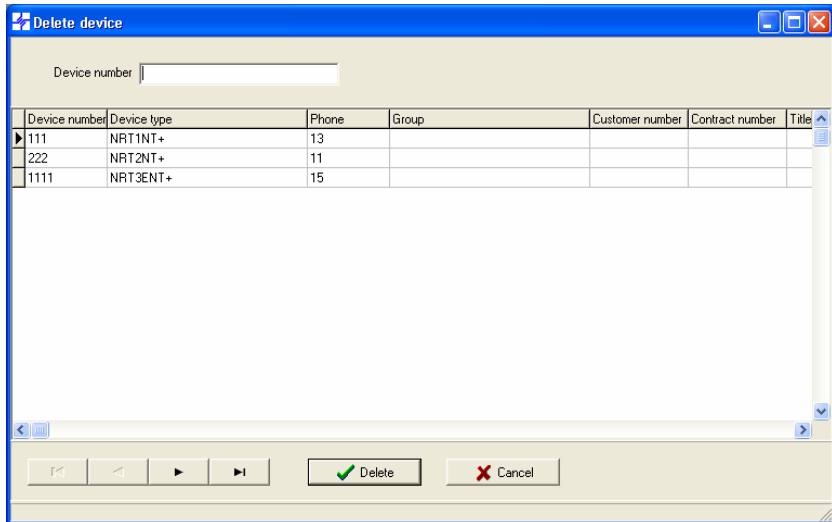
With the function <Emergency call test> an emergency call device is called and an emergency call is initiated. If the device recalls, the window 'Call' appears as described in the chapter [Call](#). After you accepted the call, the further operational sequence is the same as with a person emergency call (see chapters of [Call](#)). Differently than <Identify device> no timeout runs with the emergency call test, i.e. it is not supervised whether the equipment recalls.

Technical call

With the function <Technical call> a connection with the emergency call device is made in which, like a technical emergency call (see chapter [Technical Emergency Call](#)), the states of the inputs can be read and the outputs can be switched.

Delete a device

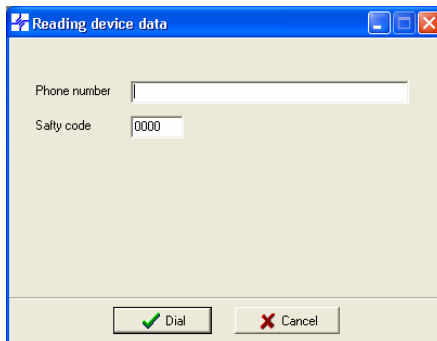
To delete a device from database, you have to open the menu 'Device' and choose 'Device delete'. The window 'Delete device' appears.



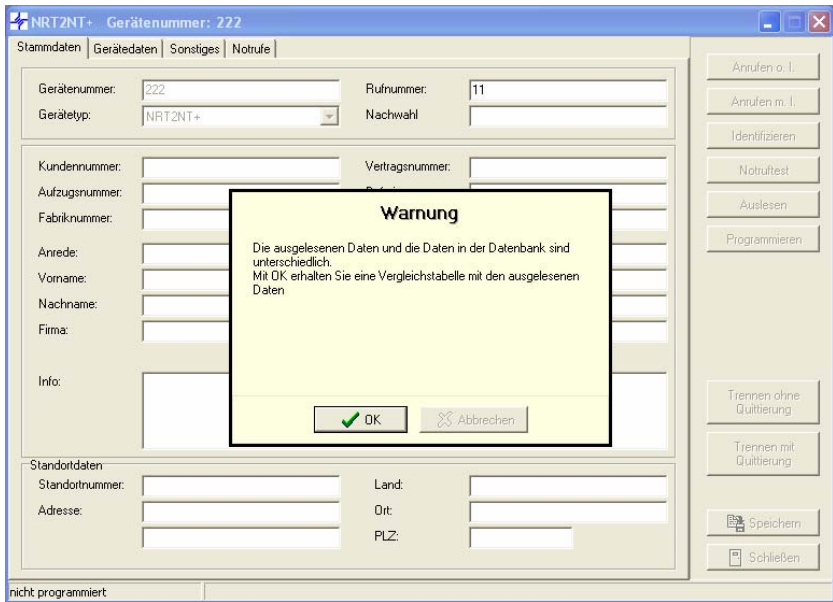
Select a device from list or type in the device number. Then click on <Delete> and answer the safety question with <Yes> and the device will be deleted.

Read out a device

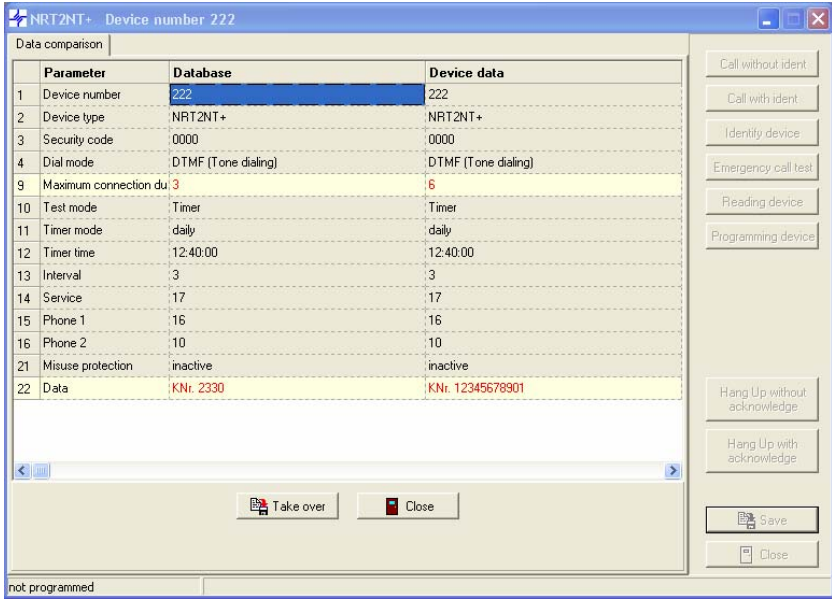
To read out the data of a device, you only need the phone number and the safety code of the device. Open the menu 'Device' and choose the item 'Read device data'. It opens a window, in which you enter the phone number and the safety code.



After clicking on <Dial> read out starts. In a status window the progress of read out is shown as well as possibly arising errors. After successful read out a device data mask appears. If the device is already contained in the database, possible deviations between the data of the device and the data base are indicated.



Subsequently, a table with the read out data and the data base is shown. The differences are coloured emphasized thereby.



Clicking <Take over> database data is updated with the read out data. Clicking <Close> leaves the database unchanged.

If the read out device is missing in the data base, device data mask is shown also and you can store the data of the device in database.

Timer list

In the timer list all devices with timer or recall function are listed.

Devices whose timer time is not programmed yet					Devices whose timer time is programmed				
Device number	Timer time	Test mode	Timer mode	Timer interval	Device number	Timer time	Test mode	Timer mode	Timer interval
222	12:40	Timer	daily	3	111	14:00	Timer	daily	3
					1111	16:15	Timer	daily	3

The devices which shall execute a timer or recall but not yet programmed are for this are listed in the left window. For these devices a timer time must be specified and the device must be programmed afterwards.

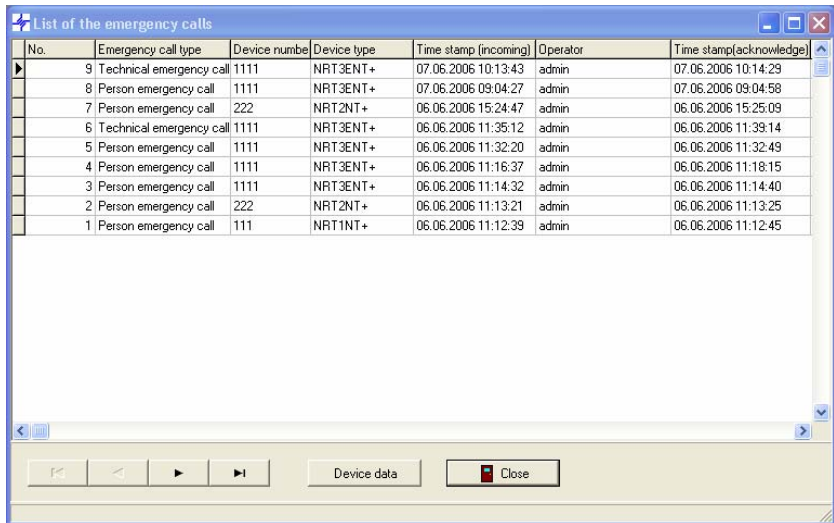
The devices which already are programmed with a timer time are listed in the right window. For these devices the timer and/or recall test is activated. With a timer call, the device calls the call center at the time given in the timer list.

With a recall test the call center calls the device at the time given in the timer list and initiates a recall. The device recalls the call center briefly after end of initiation call. The call center supervises thereby whether all devices called within a defined time window. This time window can be adjusted under 'Settings / Software' (see chapter [Settings](#)). Timer or recalls, which did not arrive at the call center, are noted in the table 'Protocol / Missing routine calls'.

Protocols

Emergency Calls

In the table of 'Protocol / Emergency calls' a list with the emergency calls can be seen. The most important data of the calls are listed in the table. By clicking <Device data> the marked device's data window can be opened, in order to receive further information to the device and the customer.

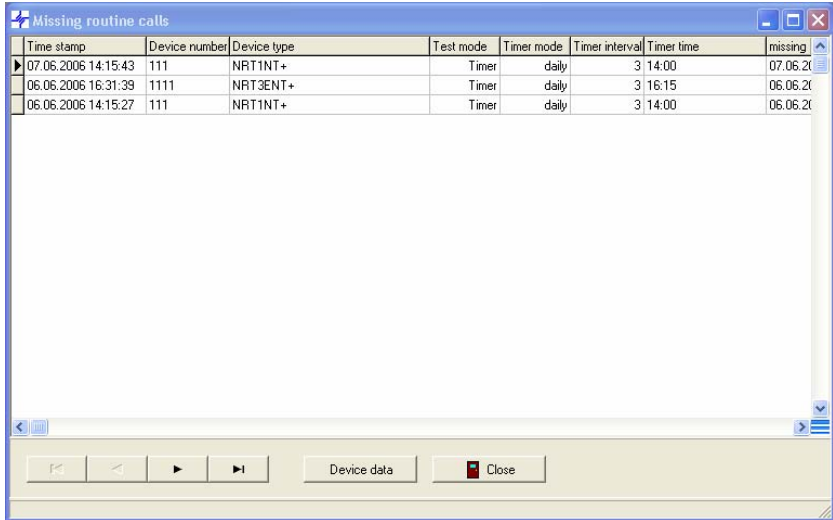


No.	Emergency call type	Device number	Device type	Time stamp (incoming)	Operator	Time stamp(acknowledge)
9	Technical emergency call	1111	NRT3ENT+	07.06.2006 10:13:43	admin	07.06.2006 10:14:29
8	Person emergency call	1111	NRT3ENT+	07.06.2006 09:04:27	admin	07.06.2006 09:04:58
7	Person emergency call	222	NRT2NT+	06.06.2006 15:24:47	admin	06.06.2006 15:25:09
6	Technical emergency call	1111	NRT3ENT+	06.06.2006 11:35:12	admin	06.06.2006 11:39:14
5	Person emergency call	1111	NRT3ENT+	06.06.2006 11:32:20	admin	06.06.2006 11:32:49
4	Person emergency call	1111	NRT3ENT+	06.06.2006 11:16:37	admin	06.06.2006 11:18:15
3	Person emergency call	1111	NRT3ENT+	06.06.2006 11:14:32	admin	06.06.2006 11:14:40
2	Person emergency call	222	NRT2NT+	06.06.2006 11:13:21	admin	06.06.2006 11:13:25
1	Person emergency call	111	NRT1NT+	06.06.2006 11:12:39	admin	06.06.2006 11:12:45

Navigation buttons: Home, Previous, Next, End. Buttons: Device data, Close.

Missing Routine Calls

In the table of 'Protocol / Missing routine calls' a list with the timer and recalls calls can be seen. The most important data are listed in the table. By clicking <Device data> the marked device's data window can be opened, in order to receive further information to the device and the customer.



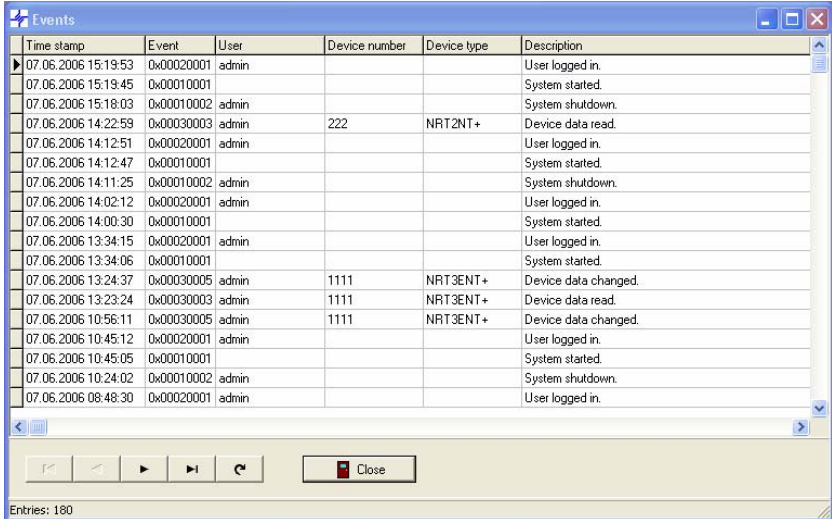
The screenshot shows a window titled "Missing routine calls" with a table of data. The table has the following columns: Time stamp, Device number, Device type, Test mode, Timer mode, Timer interval, Timer time, and missing. The data rows are:

Time stamp	Device number	Device type	Test mode	Timer mode	Timer interval	Timer time	missing
07.06.2006 14:15:43	111	NRT1NT+	Timer	daily	3	14:00	07.06.2006
06.06.2006 16:31:39	1111	NRT3ENT+	Timer	daily	3	16:15	06.06.2006
06.06.2006 14:15:27	111	NRT1NT+	Timer	daily	3	14:00	06.06.2006

Below the table, there are navigation buttons: a left arrow, a double left arrow, a right arrow, and a double right arrow. To the right of these are two buttons: "Device data" and "Close".

Events

In the table of 'Protocol / Events' a list with highlights of devices, users and software is shown. Regular emergency calls and missing routine calls are not contained in the event table for these are indicated in separate tables.



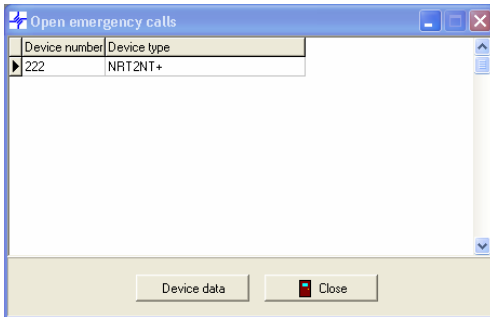
The screenshot shows a window titled 'Events' with a table of system events. The table has six columns: Time stamp, Event, User, Device number, Device type, and Description. The events listed include user logins, system startups and shutdowns, and device data reads and changes for various devices like NRT2NT+ and NRT3ENT+.

Time stamp	Event	User	Device number	Device type	Description
07.06.2006 15:19:53	0x00020001	admin			User logged in.
07.06.2006 15:19:45	0x00010001				System started.
07.06.2006 15:18:03	0x00010002	admin			System shutdown.
07.06.2006 14:22:59	0x00030003	admin	222	NRT2NT+	Device data read.
07.06.2006 14:12:51	0x00020001	admin			User logged in.
07.06.2006 14:12:47	0x00010001				System started.
07.06.2006 14:11:25	0x00010002	admin			System shutdown.
07.06.2006 14:02:12	0x00020001	admin			User logged in.
07.06.2006 14:00:30	0x00010001				System started.
07.06.2006 13:34:15	0x00020001	admin			User logged in.
07.06.2006 13:34:06	0x00010001				System started.
07.06.2006 13:24:37	0x00030005	admin	1111	NRT3ENT+	Device data changed.
07.06.2006 13:23:24	0x00030003	admin	1111	NRT3ENT+	Device data read.
07.06.2006 10:56:11	0x00030005	admin	1111	NRT3ENT+	Device data changed.
07.06.2006 10:45:12	0x00020001	admin			User logged in.
07.06.2006 10:45:05	0x00010001				System started.
07.06.2006 10:24:02	0x00010002	admin			System shutdown.
07.06.2006 08:48:30	0x00020001	admin			User logged in.

Entries: 180

Open Emergency Calls

In the table of 'Protocol / Open emergency calls' a list with the open emergency calls shown is shown.



By clicking <Device data> the marked device's data window can be opened, in order to receive further information to the device and the customer.

An emergency call is considered as finished only if it has been terminated with <Hang up with acknowledge>. All other events, which lead to the termination of the connection, do not sign the emergency call as finished.

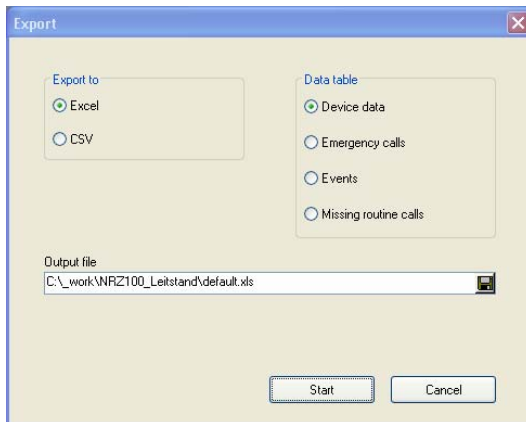
In order to sign an emergency call as ready you have to open the device data window and to call the concerning device. Make sure with the responsible person locally, e.g. the local engineer, that the procedure is finished and then terminate the connection with <Hang up with acknowledge>.

Export data

You can export the data of the database, in order to evaluate it in other programs. Two export formats are available:

1. Excel format
2. CSV format (ASCII format with separators)

For exportation you have to select the menu 'File / Export'. It opens the dialogue window for exporting the data.



In the field 'Export to' you specify the export format.

In the field 'Data table' you specify the data table to export.

In the field 'Output file' you specify the file name for the output file.

With <Start> the procedure is started.

After exporting is terminated, you can select another data table, define a new file name and start a new export. So you can export successively all tables of the data base.

Issue: 10 October 2006

Internet:
www.telegaertner-elektronik.de

Telegärtner Elektronik GmbH
D-74564 Crailsheim

e-mail:
info@telegaertner-elektronik.de