

User Guide

Apple iOS



webeyeTM
cms



Contents

Initial Setup	3
• Logging In	3
Navigating the Application	4
• 'general' Menu Explained	4
• 'groups and sites'	4
• 'Snapshot gallery'	4
• 'logout'	4
Alarm Handling (SAM: Standard Alarm Message)	5
• 'SIGNALS'	5
• 'videos'	5
• 'sensors'	6
• 'PANELS'	6
• 'SOS alarm'	6
• 'close alarm'	7
• 'voice call'	7
• 'sirens on'	8
• 'disconnect'	9
• 'site details'	9
• 'auditing'	10
Alarm Handling (WEM: WebEye Message)	10
Avigilon Alarm Handling	11
• 'LIVE VIDEO'	11
• 'Refresh'	12
SOS Alarm Handling	12
• 'SOS alarms'	13
• 'SOS Map'	13
Groups, Sites and Device Hierarchy Navigation	14
Menu options	14
• 'groups home'	14
• 'unblock all sites'	15
• 'Groups / Sites'	15
• 'Unblock site'	16
• 'Block site'	16
• 'live-link to site'	16
Live-Link	16
• 'GO LIVE'	17
• 'WAITING FOR DEVICE CONNECTION!'	17
'LIVELINK COMMANDS'	17
• 'arm'	17
• 'partial arm'	18
• 'take snapshot'	18
• 'Snapshot gallery'	19
• 'SHARE'	20

Initial Setup

Download the application from the Apple App Store. You can locate the application by typing within the search bar 'webeyecms'.

Select the application to download.

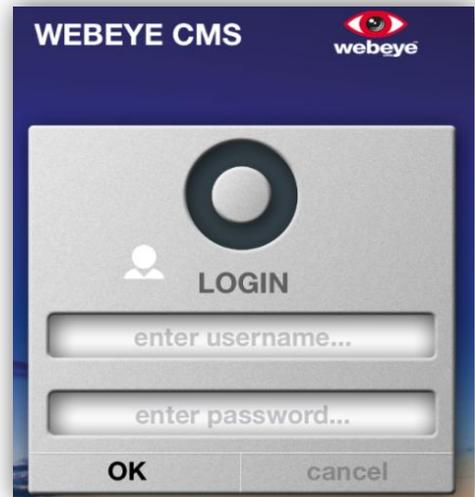
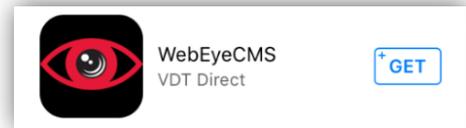
- **Logging In**

To log in, type in the username (email address) and password you previously entered when setting up your Webeyecms account.

Press 'OK' to continue.

Once logged in you will be presented with the 'latest alarms' section for your user. The alarm list will be populated with the most recent alarm at the top.

If you have no alarms to view, you will be presented with a notification, 'OK'. This is a reassurance to the user that the application is functioning as it should. This notification will also appear in other sections of the alarm handling section.



Navigating the Application

You can navigate through the application by pressing the menu button. The menu contents will differ depending on which section of the application you are currently viewing.

- **'general' Menu Explained**

Pressing the menu  button while viewing **'latest alarms'**, generates the **'general'** menu. This menu will be available when viewing other sections of the application.

- **'groups and sites'**

Displays Groups, Sites and Device Hierarchy within the Webeyecms platform for your company.

For more detailed information regarding your hierarchy see: **'Groups, Sites and Device Hierarchy Navigation'**.

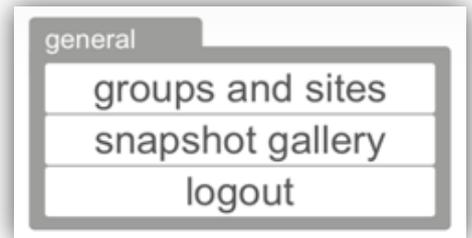
- **'Snapshot gallery'**

Displays all the snapshots obtained using the **'take snapshot'** feature via **'Live-link'**

See **'Live-link'** section for further information.

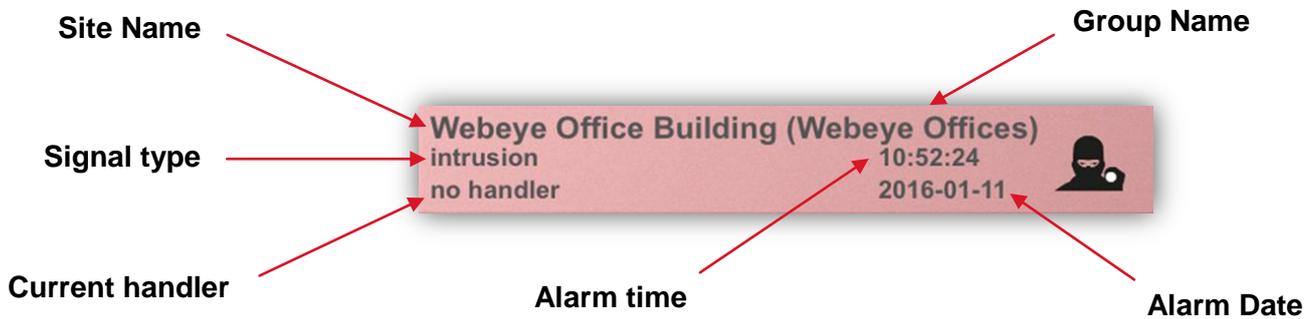
- **'logout'**

Logs you out of the webeyecms application.



Alarm Handling (SAM: Standard Alarm Message)

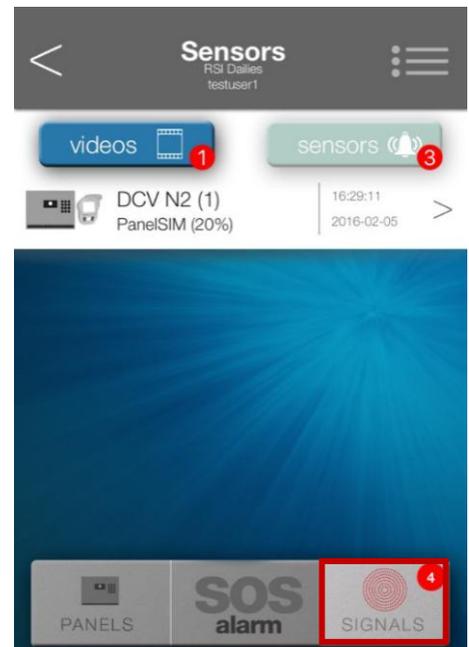
Each alarm received will be presented using the following format:



Open the desired alarm by selecting it from the list. You are initially directed to the **'SIGNALS'** section of the alarm:

- **'SIGNALS'**

The signals section of the alarm gives the option to view **'videos'** uploaded from cameras and **'sensors'** of which have created blind signals.



- **'videos'**

Devices which have generated videos can be viewed here. Each entry is accompanied with the details of the device and time stamp of when the video was generated. To view a video, press on any available entry. This will automatically play the video obtained from that device, accompanied with playback options available at the bottom of the screen.

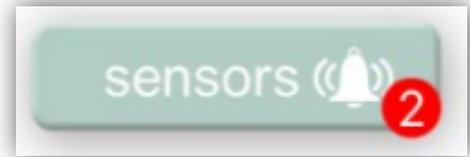


To return to the previous page, press the back icon  .

- **'sensors'**

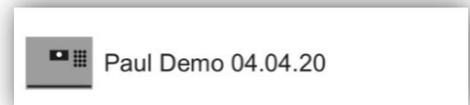
Details the devices on that site that have generated a signal associated with the alarm currently being handled. Each entry is accompanied with the details of the device and time stamp of when the event was generated.

To return to the previous page, press the back icon  .



- **'PANELS'**

Details the device of which the alarm you are viewing was generated from.



- **'SOS alarm'**

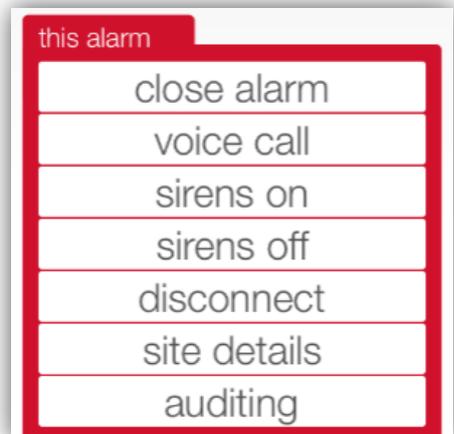
Details any alarms generated from an SOS device on that site.

See **'SOS Alarm handling'** section for further information.



Additional options can be accessed by pressing the menu icon  . Details of each option are as follows:

*Please note, options **'disconnect'**, **'active outputs'** & **'voice call'** will not be available if the panel has disconnected from our servers.



- **'close alarm'**

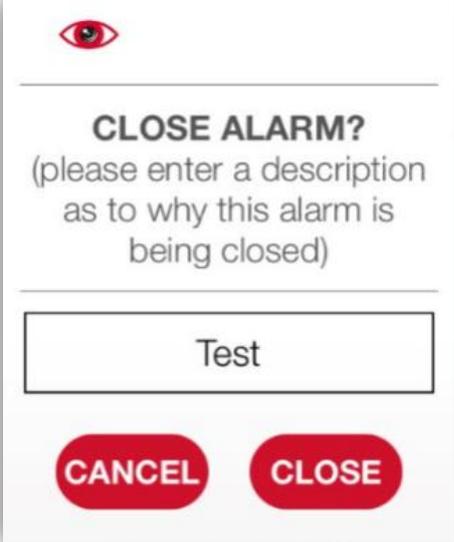
Acknowledges the alarm and removes it from the **'latest alarms'** list. You are required to enter a closing comment.

Selecting **'CANCEL'** will exit without closing the alarm.

Selecting **'CLOSE'** will continue to close the alarm. The Panel will then disconnect from the platform after three minutes.

↓
close alarm

↓



- **'voice call'**

Initiates a connection to any connected speakers on that site.

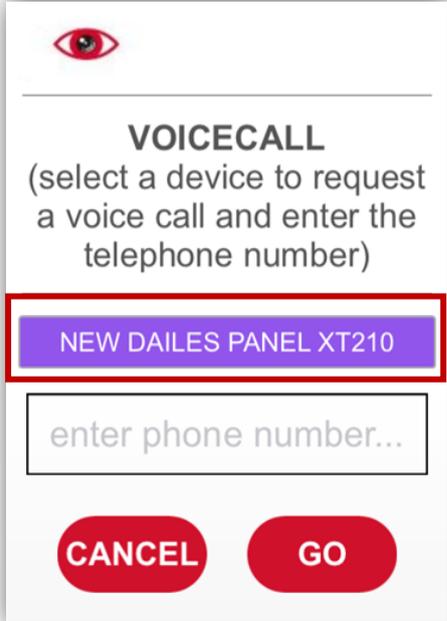
Select the desired panel and then enter the mobile number of the device you wish the panel to connect to.

Press **'GO'** to initiate a connection. A call will be sent to the number entered to allow two way voice.

Selecting **'CANCEL'** will exit without making a voice call.

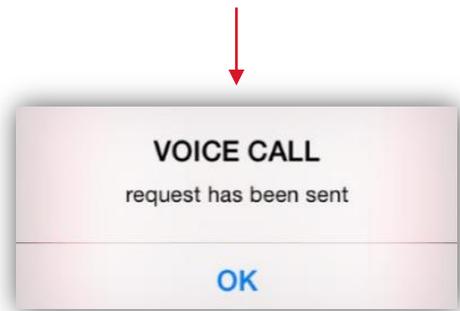
voice call

↓



The application will then provide a notification to inform you that the request has been sent.

Press **'OK'** to clear the notification.

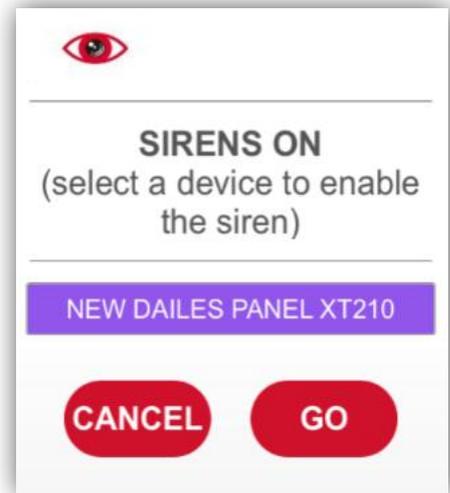


- **'sirens on'**

Activates/deactivates any sirens paired to the alarm system.

Select the desired panel and press **'GO'**.

Selecting **'CANCEL'** will return you to the previous menu.

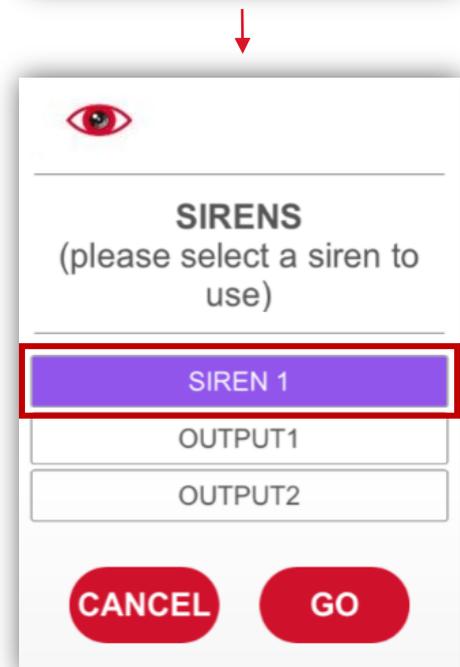
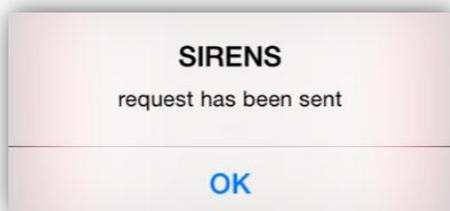


Select the desired siren to activate and then select **'GO'**.

Selecting **'CANCEL'** will return you to the previous menu.

The application will then provide a notification to inform you that the request has been sent.

Press **'OK'** to clear the notification.

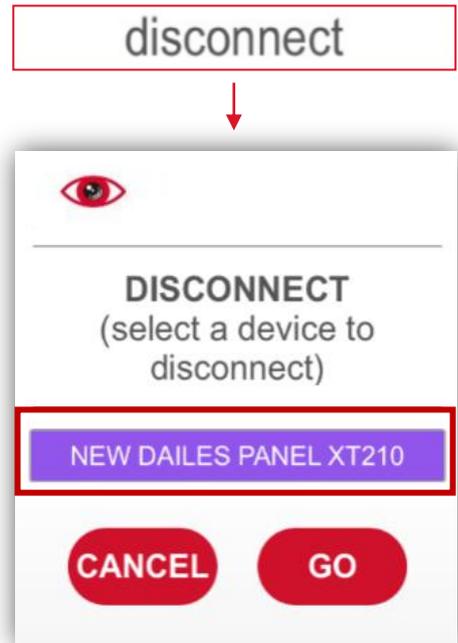


- **'disconnect'**

Disconnects the panel from the Webeyecms platform, preventing further uploads.

Select the desired panel and press **'GO'**.

Selecting **'CANCEL'** cancels the request and returns you to the menu.



- **'site details'**

Gives details of the site relevant to the alarm. The information generated is that of which was entered when configuring the device on monitor.webeyecms.com

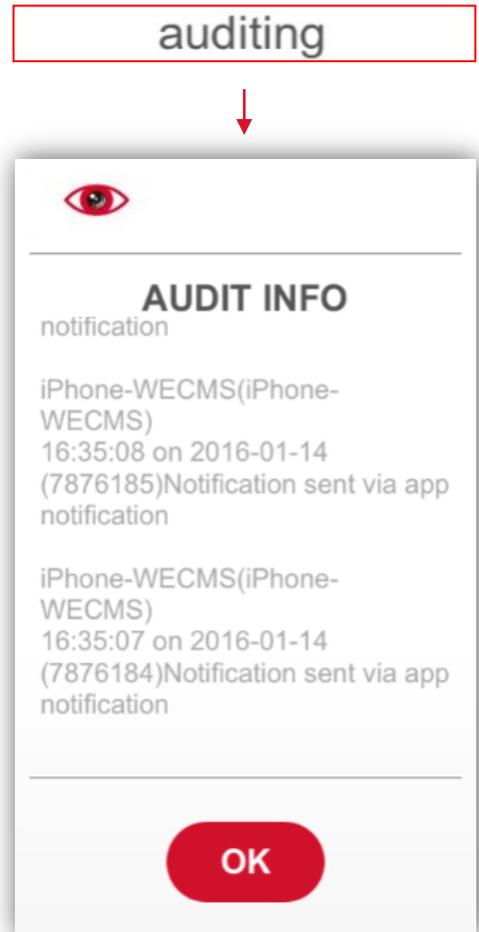
Selecting **'OK'** takes you back to the menu.



- 'auditing'

Feature details where notifications have been sent.

Selecting 'OK' takes you back to the menu.



Alarm Handling (WEM: WebEye Message)

'WEM' alarms are handled in very much the same way as a 'SAM' alarm. Designed in order for the handler to not have to physically close the alarm before another alarm is generated from the same site.

Upon receiving a 'WEM' alarm, the alarm will detail 'WEM NOT READ'. Once the alarm has been viewed the notification will change to a lighter colour and detail 'WEM READ'.



Avigilon Alarm Handling

The receipt of an alarm from an Avigilon device is the same as any other alarm. The content within the alarm however is different. You will be connected directly to the **'PANELS'** section and presented with all of the preconfigured cameras ready for viewing.

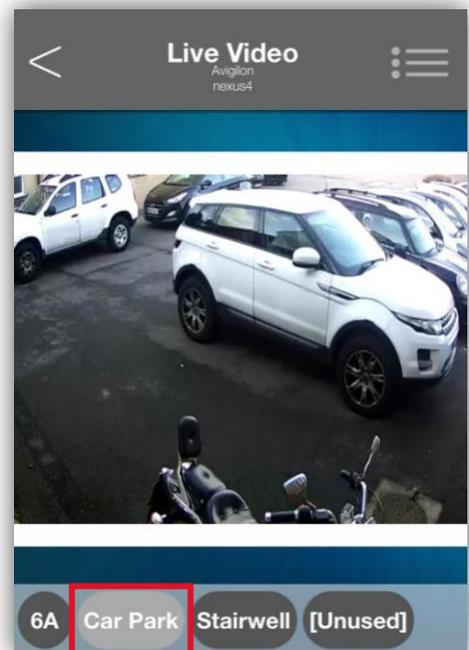
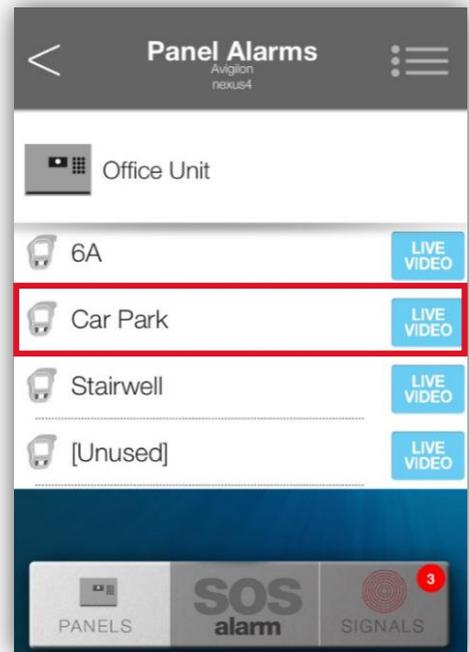
- **'LIVE VIDEO'**

Select  next to the camera you wish to view. This will generate a live stream of the requested camera

Other cameras connected to the system are shown at the bottom of the screen. To start viewing an alternate camera, simply select it by its preconfigured name.

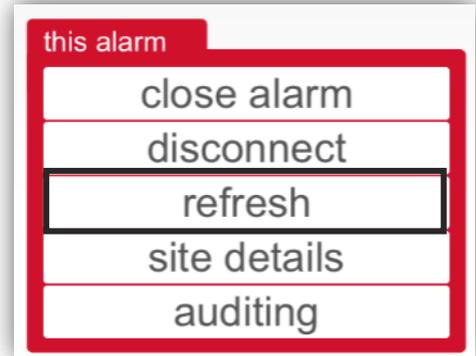
To exit and return to the previous screen, press the back button  .

General alarm handling options can be accessed by pressing the menu icon  .



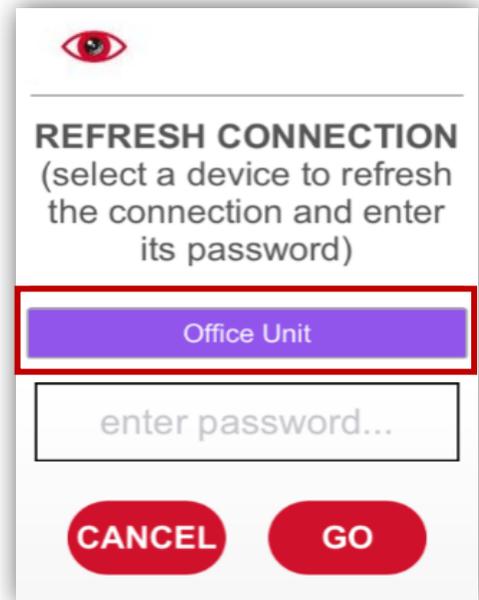
- **'Refresh'**

Accessing the menu from here will give you the options shown as described previously, with the additional menu feature of **'refresh'**.



Selecting the device and then **'GO'** updates the device list you are currently viewing.

Selecting **'CANCEL'** will take you back to the alarm.



SOS Alarm Handling

When you receive an alarm from an SOS device, you will receive a message **"New Alarm Received"**. To view the alarm, select **'OK'** and then select the alarm from the **'Alarm control'** list.

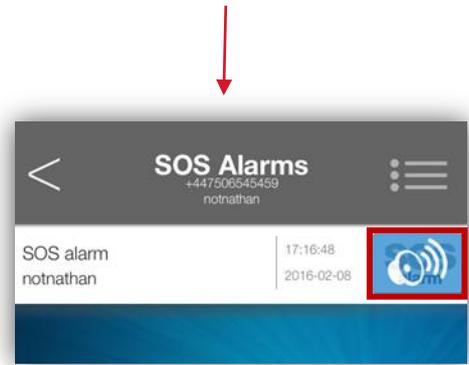
Press the **'SOS alarm'** button at the bottom of the screen to view the alert. The red circle on this section will give you a visual indication of how many alarms have been generated



- **'SOS alarms'**

You will be presented with a list of generated **'SOS'** activations from devices on the site. To listen to the audio recording sent with an alarm activation, select the speaker icon . You will be presented with a 10sec audio clip.

To exit and return to the previous screen, press the back button .



- **'SOS Map'**

To begin tracking the device that generated the **'SOS'** alarm, simply select the alarm from the list. You will be presented with a map focused in on the area of where the alarm was generated.

Three points of interest for the alarm handler are given, these are as follows:



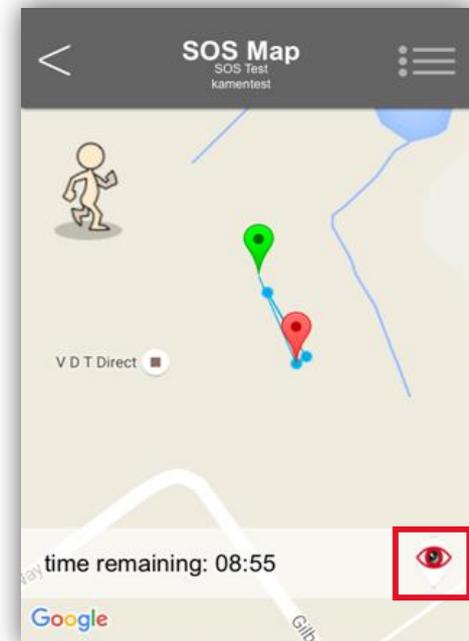
Alarm handler's current location



Alarm sender's position on alarm activation

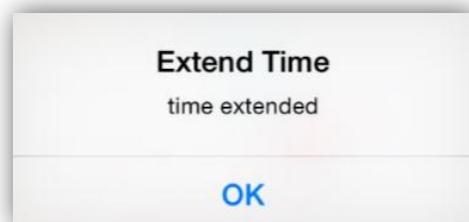


Alarm sender's current location



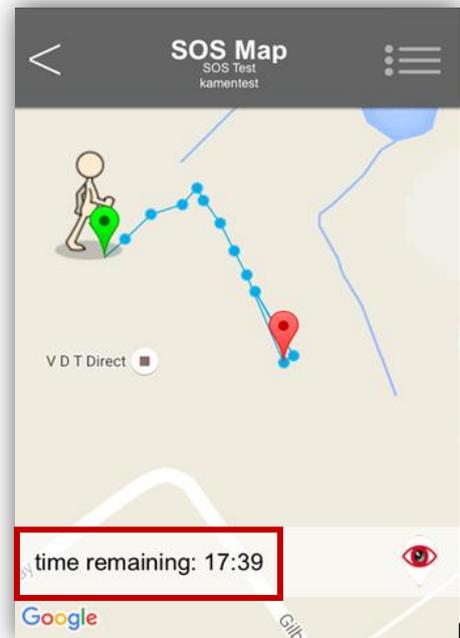
Pressing the Webeye logo  will increase the tracking time by an additional 10 minutes each time pressed.

Upon notification of time extended, select **'OK'** to return to the **'SOS Map'**.



To exit the map and return to the alarm, press the back button  .

General alarm handling options can be accessed by pressing the menu icon  .



Tracking time extended 

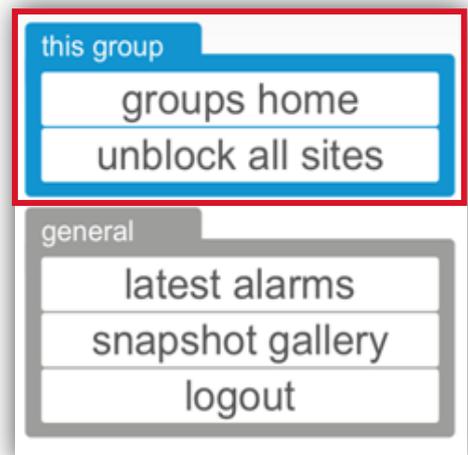
For more detailed information on handling Webeeye SOS alarms please visit webeyecms.com.

Groups, Sites and Device Hierarchy Navigation

To navigate through your Webeeye Hierarchy, press the menu button  from any section of the application and select **'groups and sites'**.

Menu options

Selecting the menu icon  while viewing groups and sites will generate the following menu options:



- **'groups home'**

Navigates you back to the top level of your hierarchy.



- **'unblock all sites'**

Enables your device to receive alarm notifications from every device within the current group you are viewing; doing this on the top level of your hierarchy will allow you to receive all alarms on every device that uses the Webeyecms alarm receiving platform.

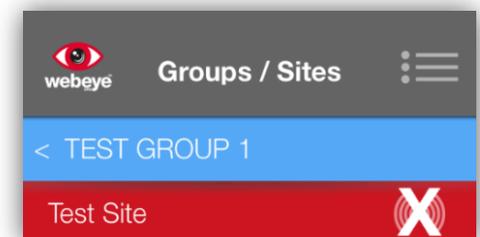
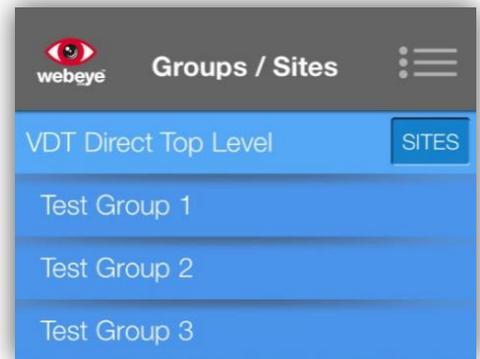
- **'Groups / Sites'**

'Top Level', mirrors the hierarchy on monitor.webeyecms.com. From here you can navigate through all of the preconfigured groups, sites and devices for your account.

To view subsequent subgroups simply select the group from the list. From here any available sites and devices can be viewed by selecting **'SITES'**.

Any preconfigured sites will now be visible. Selecting the device will give you the option to **'block/unblock'** the site and **'Live-link'** to the device.

unblock all sites



- **'Unblock site'**

This means you are currently not enabled to receive alarm activations from that device. This is represented by the **'disabled'** icon  next to the device name. Selecting **'unblock site'** will enable alarm activations, which is represented by the **'enabled'** icon .

- **'Block site'**

This means you are currently enabled to receive alarm activations from that device. This is represented by the **'enabled'** icon  next to the device name. Selecting **'block site'** will disable alarm activations, which is represented by the **'disabled'** icon .

- **'live-link to site'**

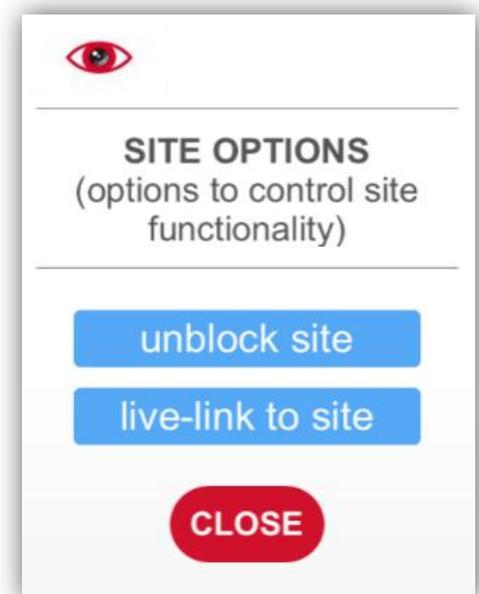
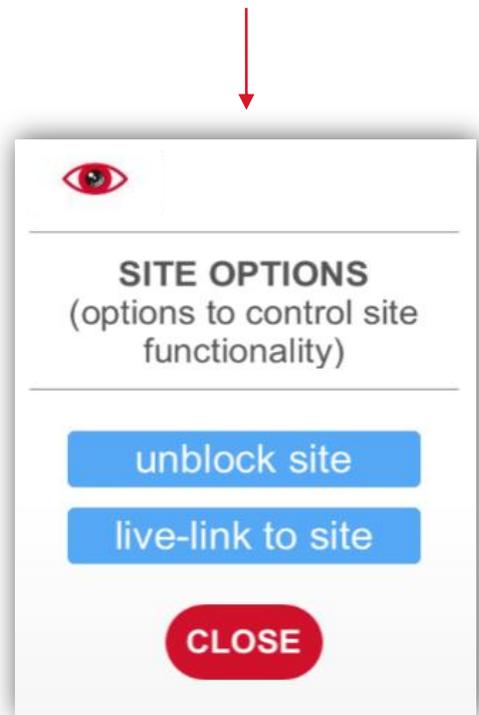
Initiates a live connection to the device.
*See **'Live-link'** section

You can navigate back from subgroups by pressing the back button .

Live-Link

To connect to a device using live-link, select the menu button  then select **'Groups and Sites'**. Navigate to the site you wish to connect to (explained above) select the site and press **'live-link to site'**.

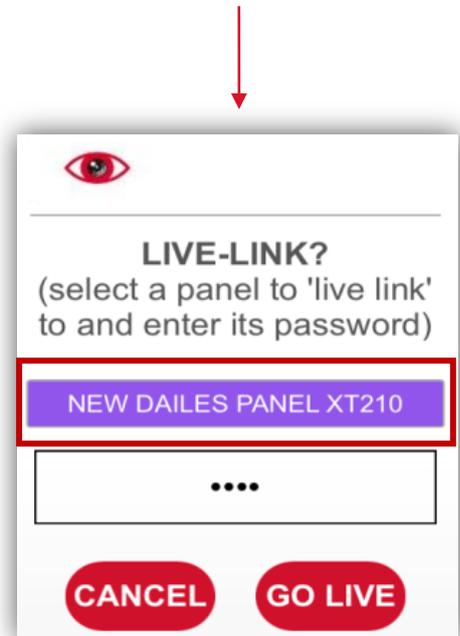
Please note that this function is only available on certain devices and dependant on device configuration.



- **'GO LIVE'**

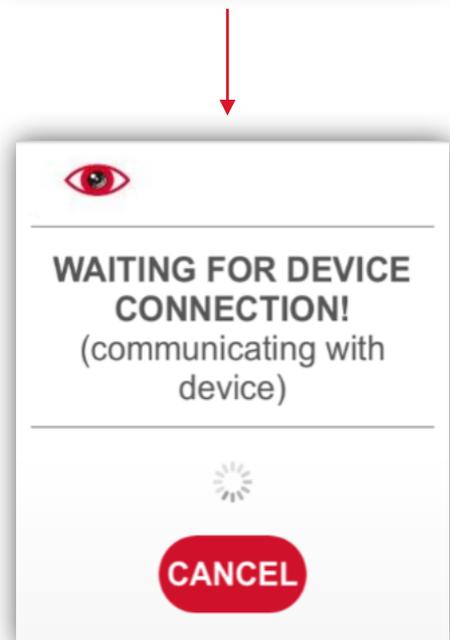
You will be presented with all of the registered panels configured for Live-link on the site. Select the device you wish to connect to, enter the live-link password and then press **'GO LIVE'**.

Press **'CANCEL'** if you wish to return to the previous screen.



- **'WAITING FOR DEVICE CONNECTION!'**

After selecting **'GO LIVE'** you will be presented with a notification informing you that the application is communicating with the device in an attempt to make connection.



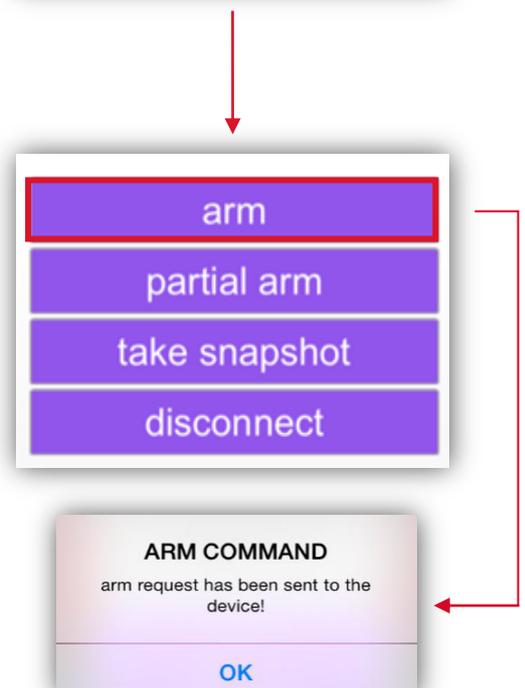
'LIVELINK COMMANDS'

Upon connection to the panel you will be presented with a **'LIVE COMMANDS'** list. Informing you of the type of device you are connected to and its current state.

Each option is detailed as follows:

- **'arm'**

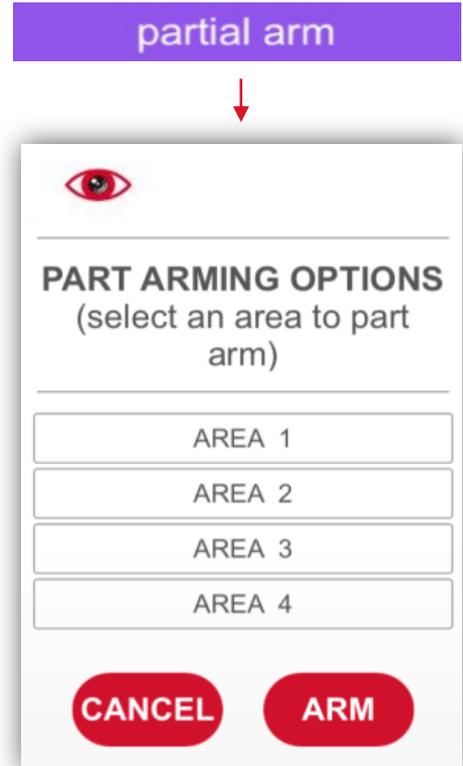
Arms the whole device. Upon sending the arm, a request notification will be presented. Once armed, the status of the device will be update.



- **'partial arm'**

Generates the option to arm a selected area, leaving the remaining areas disarmed. This will only be available depending on how the device is configured.

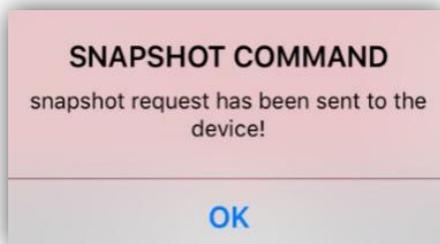
Select **'ARM'** to arm the selected areas or **'CANCEL'** to dismiss **'partial arm'**



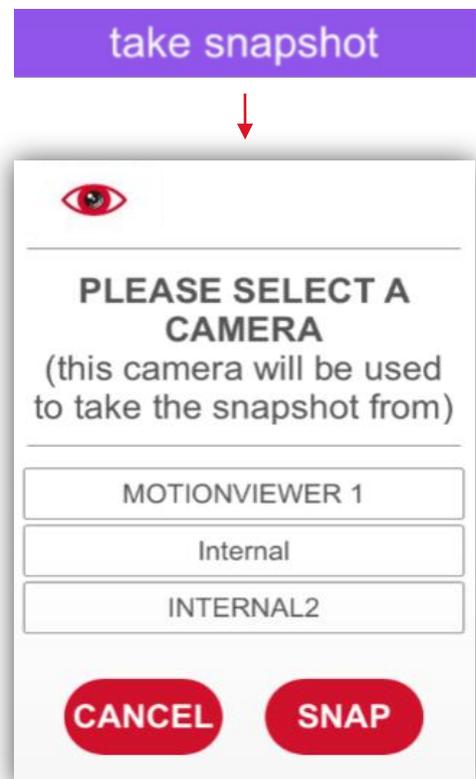
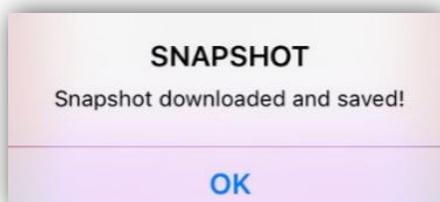
- **'take snapshot'**

Captures a snapshot image of selected device. Simply select the camera from the available list and select **'SNAP'**.

You will be given a notification to inform you that a snapshot request has been sent.

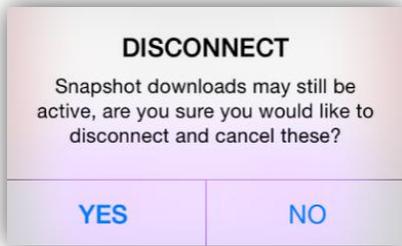


You will be given a notification to inform you that the image has been downloaded into your 'snapshot gallery'.



All images obtained from **'take snapshots'** will be available to view within the **'snapshot gallery'** under the **'general'** menu.

If you select **'disconnect'** while the device is requesting snapshots, you will be presented with the following warning.

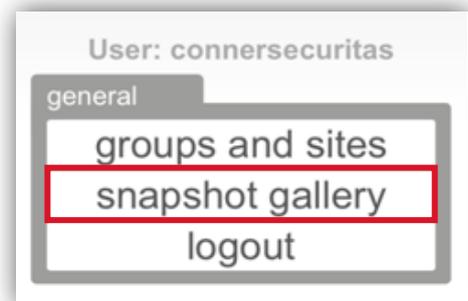


To return to the previous screen without taking a snapshot select **'CANCEL'**.

To exit live-link, select **'disconnect'** from the **'LIVE COMMANDS'** menu.

- **'Snapshot gallery'**

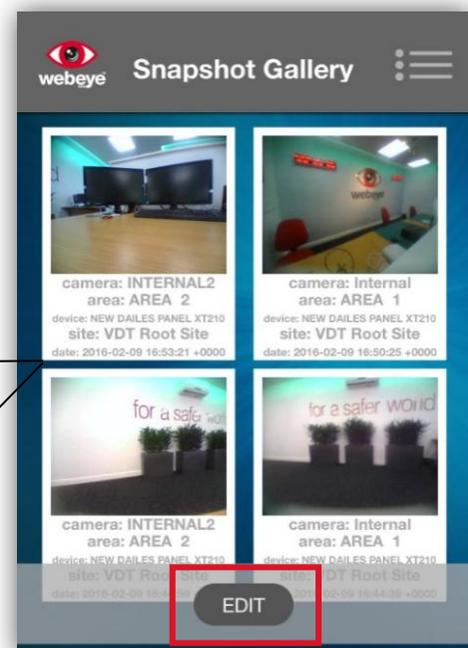
To view images captured via Live-link, select **'snapshot gallery'** from the general menu  .



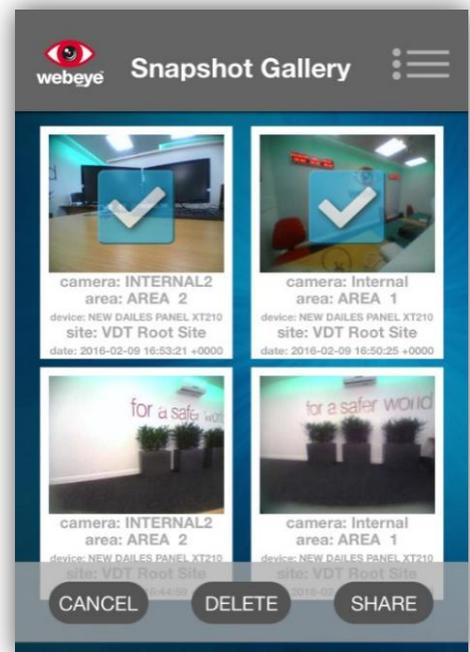
You will be presented with all captured images obtained via Live-link.

Each snapshot is accompanied with details of the device the image was retrieved from.

To enlarge a specific image, simply select the thumbnail



Pressing the **'EDIT'** button and then selecting a desired image gives you the option to send the images via email using the **'SHARE'** function or **'DELETE'** from your snapshot gallery.



- **'SHARE'**

Selecting the **'SHARE'** feature will open up any preconfigured email client on your device with the snapshot/snapshots attached ready to send. You will be required to input a recipient for the snapshot.

