Handling webeyesos Alarms through the WebeyeCMS browser

**Accessing the Alarm List**

Begin by accessing the webeyecms monitoring platform. **https://monitor.webyecms.com**.

Login to webeye using the details of your own user account. In order to monitor a specific SOS device, the user must be placed within or above the group where the SOS device is located.

Once logged in, select the webeye logo that appears at the top left hand side of the screen (this may be either the webeye logo or your company logo).

Select the **'ALARM LIST'** from the drop down.
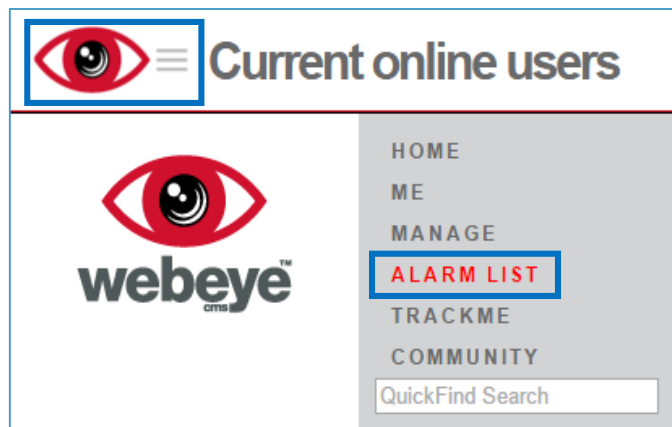
This will now present you with the **'Live alarm list'** page from which you can handle your incoming alarms from the users SOS device.

Until any alarms are sent from the SOS device, the alarm list will indicate **'No alarms found'**.
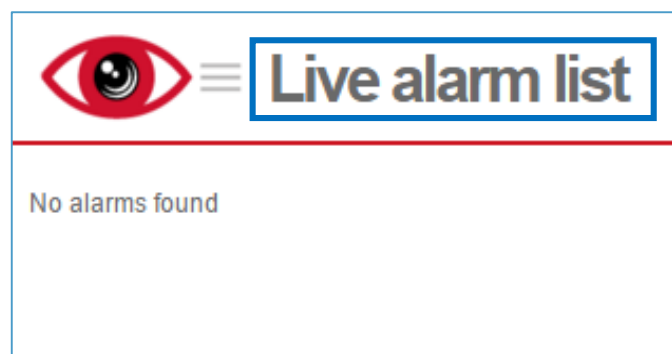
Alarms received into webeye

Dependant on how your user account is configured, on receipt of a new alarm you may be presented with the

**'NEW ALARMS PRESENT'** notification.

Select the notification box to close it down.

'SOS' Alarm

You will now be presented with the new alarm in your **'Live alarm list'**. The date and time, alarm

type and the device the alarm is received from is detailed within the alarm notification.
Selecting anywhere on the alarm will allow you to view all of the information in regards to the alarm received.
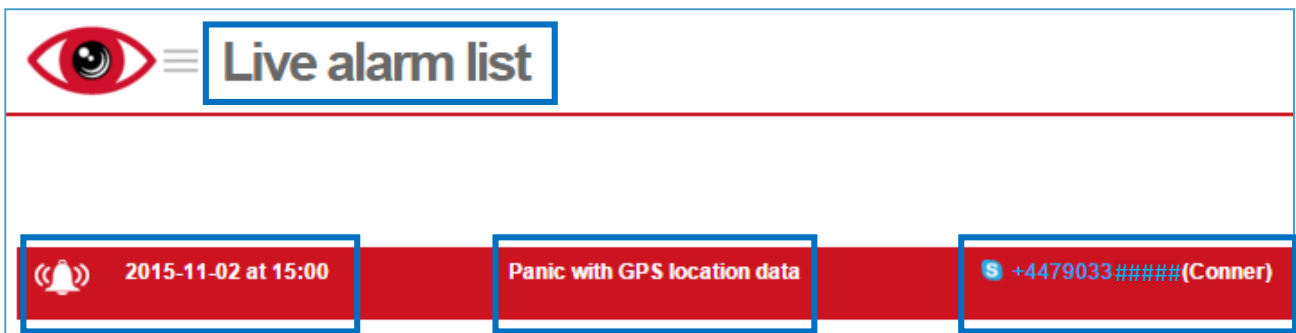
When viewing **'SOS'** alarms, ensure that the SOS tab is selected underneath the **'ALARM SIGNALS'** pane on the screen.

Selecting the **'SOS'** alarm details will generate the **'MAP/TRACKING'** details for the event as shown on the next page.
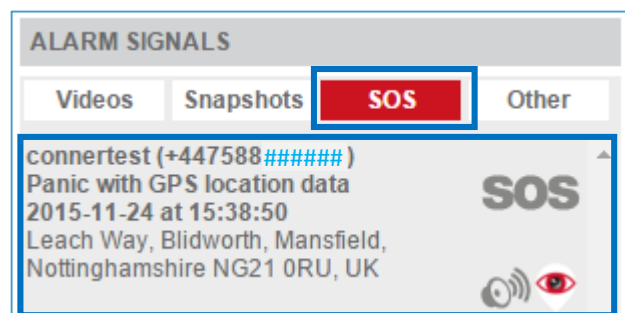
'SOS' alarm (handling)

To navigate between the 10 second GPS updates, use the arrows located at the top right of the **'MAP/TRACKING'** pane.

Each update is accompanied with details of the update, including the date and time as well as the latitude and longitude of the location shown.
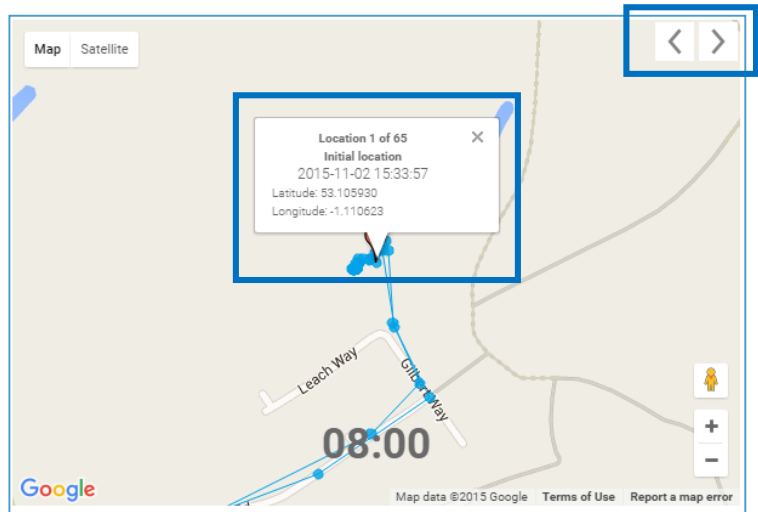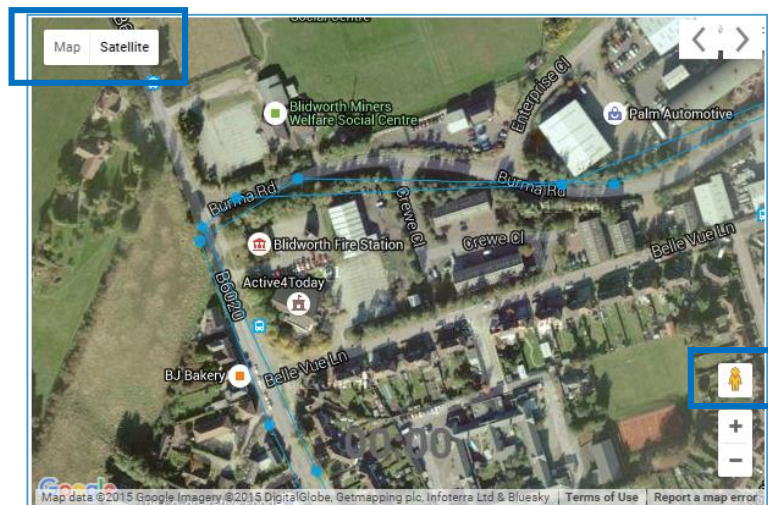

You have the option to zoom in and out of the map at any location using the **'+'** and **'-'** icons. This action can also be performed by using the scroll wheel on your mouse.
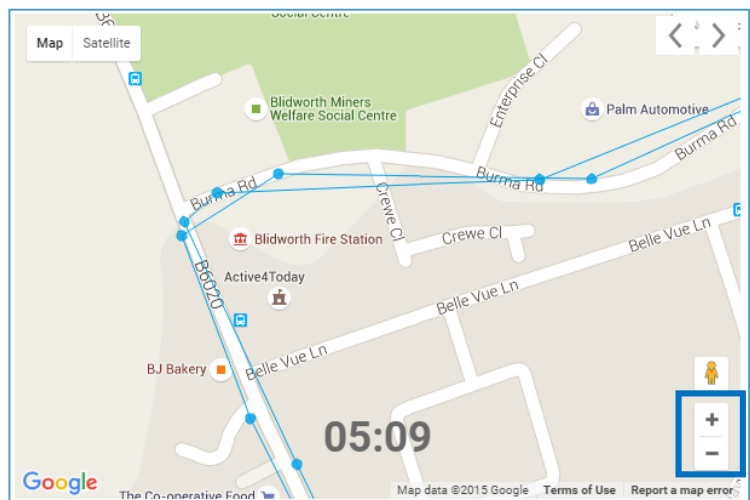
While tracking the device you have the option to enable satellite viewing or revert back to map view.

To enable street view, drag and drop the person icon to the desired location.

Within street view you can use the on screen options to navigate using a first person perspective to obtain an understanding of the surrounding areas of the device tracking path.


Selecting the webeye icon within the '**ALARM SIGNALS**' pane allows the handler to extend the time available to track the device.
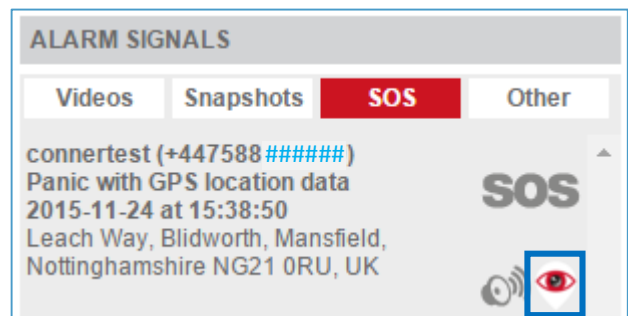

You will be notified by a pop up message indicating that you have requested a time extension. Selecting '**Ok**' removes the message.
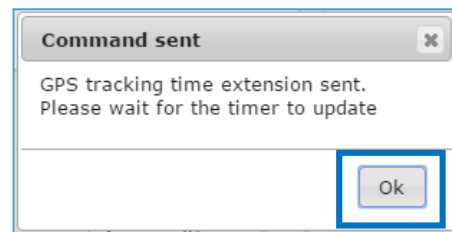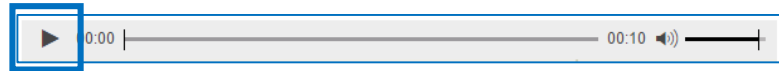

You will notice that you have now enabled the tracking time for a further 10 minutes. You have the option to perform this time extension as many times as required.
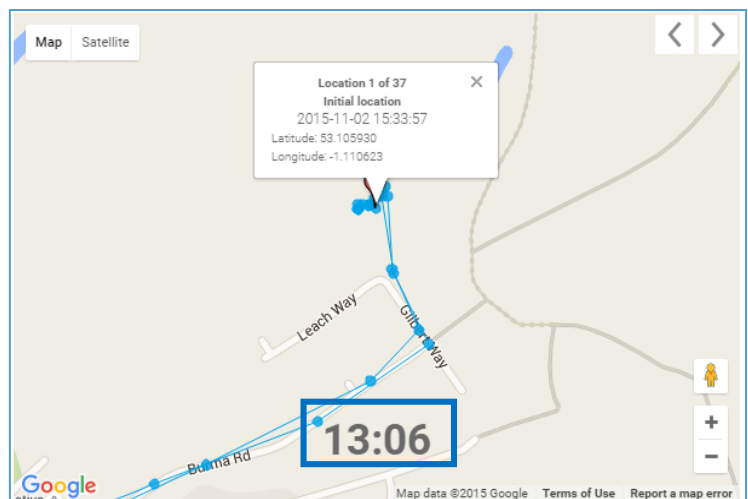
Within a normal SOS alarm, audio is sent from the device to the webeye platform and can be played through the alarm.
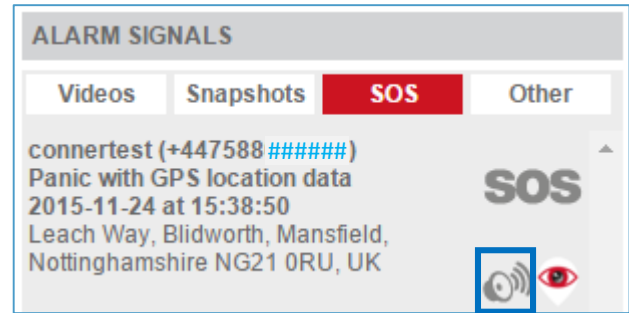
To play the audio received, click on the play symbol above the map.

This feature is only available within standard SOS alarms from the SOS alarm page on the app or from shaking the device.

Once these features of the SOS alarm have been viewed and acknowledged, the normal webeye alarm handling can commence such as closing the alarm, site details and alarm auditing. Please refer to the following link.
**http://downloads.vdomain.co.uk/documentation/webeye/Alarm%20Handling.pdf**

'TrackMe' alarm

'TrackMe' alarms appear in a different section of the webeye browser interface. Select the webeye logo and from the drop down menu and select **'TRACKME'**.
This will show the **'TrackMe'** events that are associated with the user you are logged in as and any devices that are underneath that user in the hierarchy.
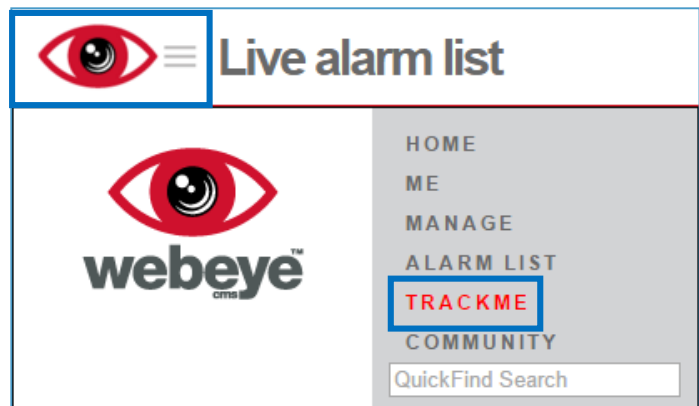

Selecting the **'ACTIVE TRACKME EVENT'** alarm details will generate the **'MAP/TRACKING'** details for the event.
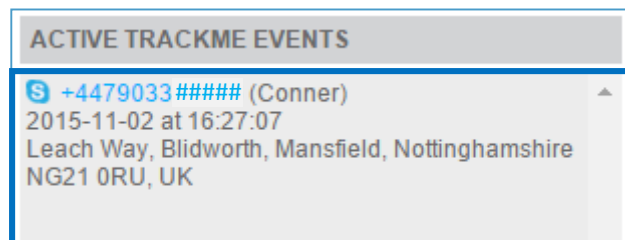
NOTE: Handling of this alarm type is conducted in the same way as the **'SOS'** alarm outlined earlier in this document.

To extend the tracking time of the alarm you are currently viewing, select the webeye icon under the **'COMMANDS'** pane.

To close the **'TrackMe'** event, simply select the red cross also under the

'COMMANDS' pane. If the **'TrackMe'** event is still updating with GPS

locations, closing the alarm will disable the current event on the device, stopping the SOS app from sending anymore updates to webeye.
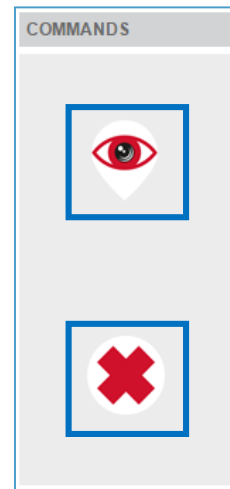

Check-In Event

A **'Missed checkin'** alarm is created when the user of the device has failed to check-in to the SOS

app within the set time defined when check-in was enabled. The alarm is presented the same as a normal alarm. Selecting anywhere on the alarm will allow you to view all of the information in regards to the alarm received. A signal is sent to the users device to inform them that the alarm is being viewed.
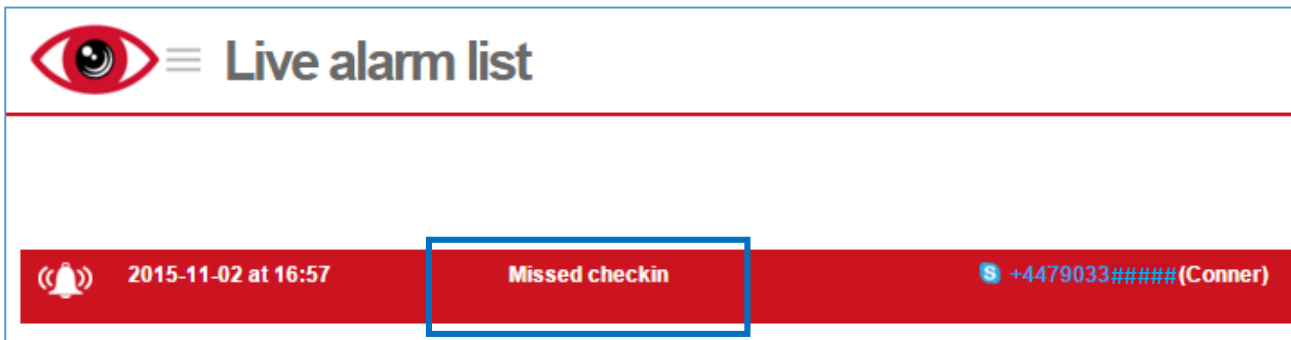
A **'Missed checkin'** alarm can then be handled as you would a normal SOS alarm. The only difference is the title of the alarm when looking at the alarm list. When looking into the alarm, you can see a small symbol signifying what each activation is, see highlighted image.
NOTE: Handling of this alarm type is conducted in the same way as the **'SOS'** alarm outlined earlier in this document.
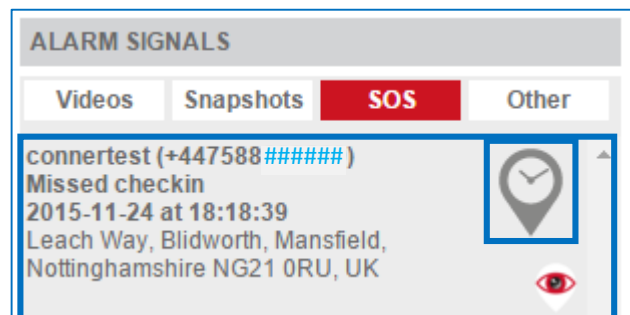
Mandown Event

This event takes place when the **'Mandown'** feature is active on the device being monitored.

If the user has been inactive on the device for a predetermined amount of time, then this alarm will be sent.

The alarm can then be handled as you would a normal SOS alarm. The only difference is the title of the alarm when looking at the alarm list. When looking into the alarm, you can see a small symbol signifying what each activation is, see highlighted image.
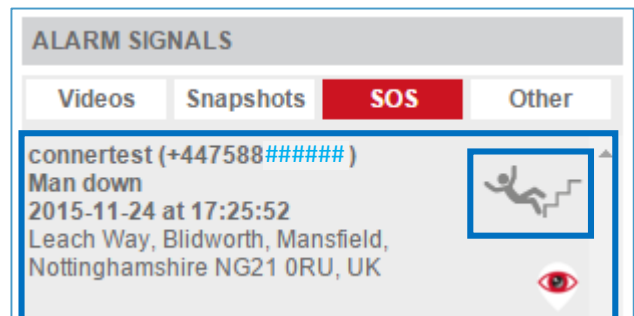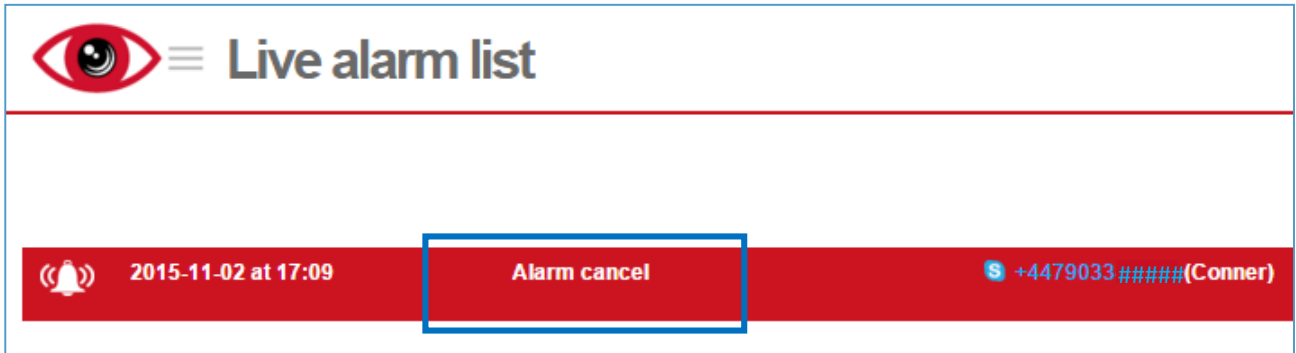

NOTE: Handling of this alarm type is conducted in the same way as the **'SOS'** alarm outlined earlier in this document.

Cancel Alarm

The SOS app can send a signal to the monitoring station making them aware that the alarm previously sent has been cancelled by the user. This is shown on webeye within the '**Live alarm list**' preview, as shown below.

The alarm can then be handled as you would a normal SOS alarm. The only difference is the title of the alarm when looking at the alarm list. When looking into the alarm, you can see a small symbol signifying what each activation is, see highlighted image.
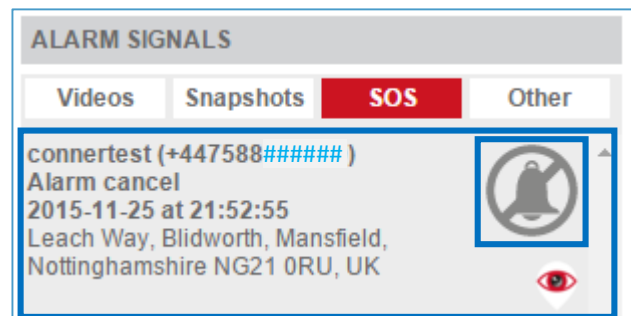
NOTE: Viewing and handling of this alarm type is conducted in the same way as the '**SOS**' alarm outlined earlier in this document.
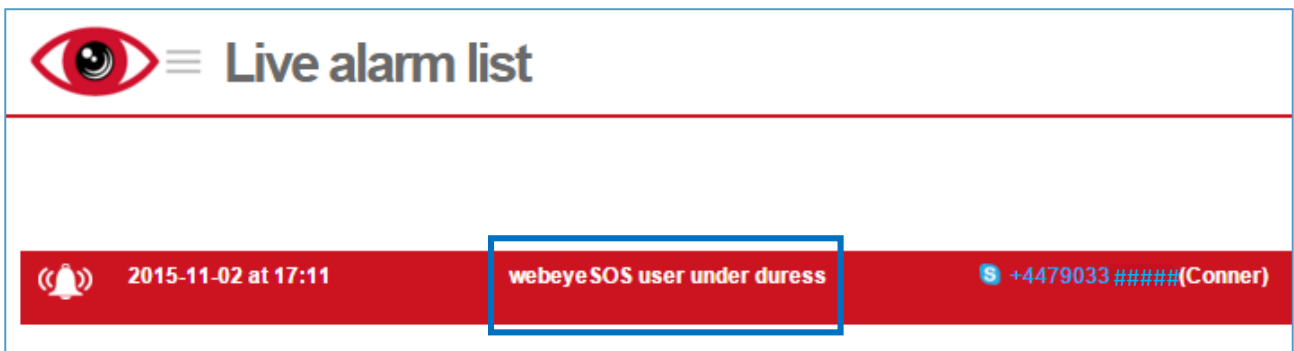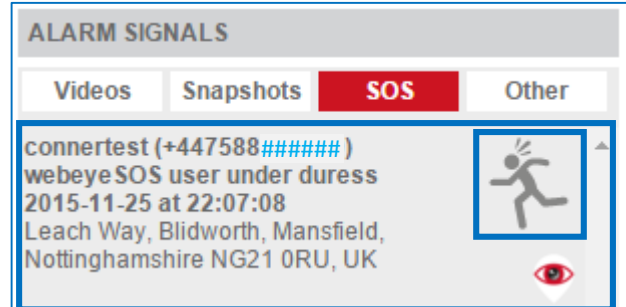
User Under Duress

If the user of the device is ever under any pressure to perform an action through the app, the '**duress PIN**' that was set up at an earlier stage can be used.

Once the duress PIN is entered on the app, the alarm will be seen to have been processed as a normal pin entry. The only difference with this action is that it will create an alarm on webeye as shown below.

The location of the device can then be tracked by the user looking at the alarms through the browser.

The alarm can then be handled as you would a normal SOS alarm. The only difference is the title of the alarm when looking at the alarm list. When looking into the alarm, you can see a small symbol signifying what each activation is, see highlighted image.

NOTE: Handling of this alarm type is conducted in the same way as the '**SOS**' alarm outlined earlier in this document