



Social Alarm Management System 7 Professional

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BOSCH

en User Manual

Table of Contents

1	LMS 7 Professional - The concept	7
1.1	Concept description	7
1.2	Co-operation partner feature	8
2	System description	9
2.1	Call procedure	9
2.2	Windows buttons	10
2.3	The most common call triggers	10
2.4	Logging in to the alarm system	11
3	User interface	12
3.1	Emergency call template	12
3.2	Information field	12
3.3	Note field	12
3.4	Document bar	12
3.5	Display field	13
3.6	Status bar	14
3.7	Additional applications	14
3.8	Call handling	14
3.9	Device functions	15
3.10	Dial pad	16
3.11	Alarm list	16
4	Buttons in the document bar	18
4.1	Reason/actions	18
4.2	Alarm summary	18
4.3	Organisation	19
4.4	Call history	19
4.5	Additional data	20
4.6	Subscriber notes	21
4.7	Map	22
4.8	Key management	23
4.9	Device data	24
4.10	Device history	25
5	Call handling	26
5.1	Keyboard operation	26
5.2	Call indication	27
5.3	Accepting an alarm	27
5.4	Forwarding to all alarm handling workstations	28
5.5	Forwarding to a particular operator	28
5.6	Parking a call	28
5.7	Handling calls in parallel	29
5.8	Terminating a call	29
5.9	Full-duplex voice/half-duplex voice	29

5.10	Handling of Incoming and Outbound phone calls	30
5.11	Handling of test calls	30
5.12	Timeout for social alarms and phone calls	30
6	Device functions	31
6.1	Special buttons	31
6.2	Additional applications	31
7	Windows menu in Alarm handling	34
7.1	System	34
7.1.1	User	36
7.1.2	Help	36
8	Data administration	37
8.1	View	39
8.2	Search filter	39
8.3	Paging/sorting/printing	40
9	Subscriber data	41
9.1	Displaying	41
9.1.1	Subscriber core data	42
9.1.2	Additional data	44
9.1.3	Note	45
9.1.4	Location	46
9.1.5	History	46
9.1.6	Keys	48
9.1.7	File	49
9.2	Creating new subscriber data records	50
10	Device data	51
10.1	Displaying	51
10.1.1	Device core data	52
10.1.2	History	53
10.1.3	Programming	55
10.1.4	RF detector	60
10.2	Creating new device data records	61
10.3	Analysis	62
11	Contact handling	63
11.1	Creating a new contact	63
11.2	Modifying and deleting a contact	64
11.3	Assigning a contact	64
11.4	Additional functionality during assigning a contact: changing the contact details	64
11.5	Additional functionality during assigning a contact: creating a new contact	64
11.6	Assigning a subscriber as contact	64
11.7	Deleting a contact already assigned	64

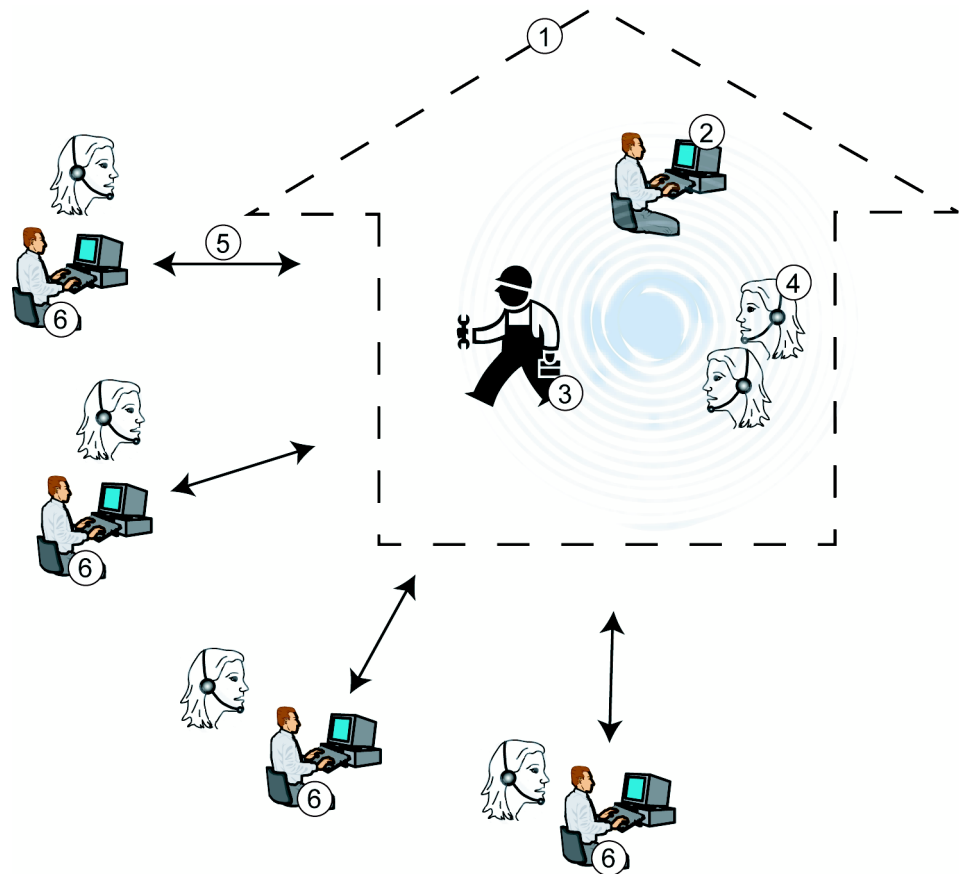
12	History	65
12.1	Current call events	67
12.2	Alarm events	67
12.3	Key events	68
12.4	Reminder events	68
12.5	Warning events	69
12.6	Administration events	69
12.7	System events	70
12.8	All events	70
13	Administration	71
13.1	User list	72
13.2	User name	72
13.3	New user	73
13.4	Role list	73
13.4.1	What is a role?	74
13.4.2	Modifying a role	75
13.4.3	Deleting a role	76
13.5	New role	76
13.5.1	Pre-defined rights at time of delivery	76
13.5.2	Creating a new role	77
13.6	Call filtering / balancing	77
13.6.1	Call balancing	77
13.6.2	Call filtering by events	78
13.6.3	Call filtering by organizations	79
13.6.4	Call filtering / balancing priority and check	79
13.7	Call forwarding	80
13.8	Keysafe list	81
13.9	Subscriber	81
13.10	Keysafe management	82
13.11	Additional data	83
13.11.1	New header	84
13.11.2	Drop-down list	85
13.11.3	Link text	86
13.12	Summary document	87
13.13	Events	88
13.14	Event groups	89
13.15	Map	89
13.16	Actions	90
13.16.1	Append actions	90
13.16.2	Delete actions	90
13.17	Reason	91
13.18	Link phone-workstation	92
13.18.1	Headset configuration	92
13.18.2	System phone configuration	92
13.19	Scheduler	93
13.20	Mandatory field	94
13.21	Co-operation partner list	95
13.21.1	Adding a co-operation partner	96

13.21.2	Co-operation partner management	96
13.22	Subscriber status	97
13.23	Device template	98
13.24	Import/export template	99
13.25	Deleting history	99
14	Verification	100
14.1	Subscriber data	101
14.2	Additional data	102
14.3	Device data	103
14.4	Subscriber data list	104
14.5	Additional data list	104
14.6	Device data list	104
15	Password and logout	105
15.1	Changing a password	105
15.2	Logout	105
16	Error messages	106
16.1	No data received	106
16.2	PTU failure	106
16.3	Line failure	106
16.4	Database error	107
16.5	PBX middleware link error or PBX middleware CAP link error	107
16.6	PBX out of service	107
16.7	No server	108
16.8	SIP registration	108
16.9	Lost IP call connection	108
16.10	Exclamation mark in alarm list	108
17	Technical Recommendations	109
	Index	110

1 LMS 7 Professional - The concept

The Social Alarm Management System 7 Professional (LMS 7 Professional) from Bosch provides an innovative and effective system for conveniently and intuitively dealing with all administration activities associated with social alarms.

The co-operation partner feature of the LMS 7 Professional allows many organisations to be linked. It enables the LMS 7 Professional operator to extend his field of operation and to increase turnover, for instance by collaborating with other social alarm providers that do not run their own call centres. Flexibility in data administration permits organisations to enter their own data in the system. Reliable protection of own data is guaranteed. The organisation benefits from improved functionality without having to invest in its own call centre.



1.1 Concept description

1. LMS 7 Professional call centre

Alarms are handled centrally in the LMS 7 Professional call centre.

2. Call centre data administrator

The call centre data administrator can enter, modify and delete subscriber and device data. Reports and statistics can also be created. You can define whether data administrators are able to view all data including that of organisations, or only own data.

3. Call centre system administrator

The system administrator defines the LMS 7 Professional structure and processes, and controls access rights.

4. Operators

Call centre operators receive and process emergency and service calls.

5. **Data exchange**

All data administrators access the database in the call centre. Modifications to data records are activated immediately and logged. The LMS 7 Professional operator can restrict modification rights for organisations. The operator can also verify organisations' data and makes the final decision to accept or reject modifications.

6. **Organisations**

Data administrators for individual organisations can enter, modify and delete subscriber and device data. Reports and statistics can also be created here.

According to the filtering settings, operators from different organisations can view and access their own data as well as data from other organisations.

1.2

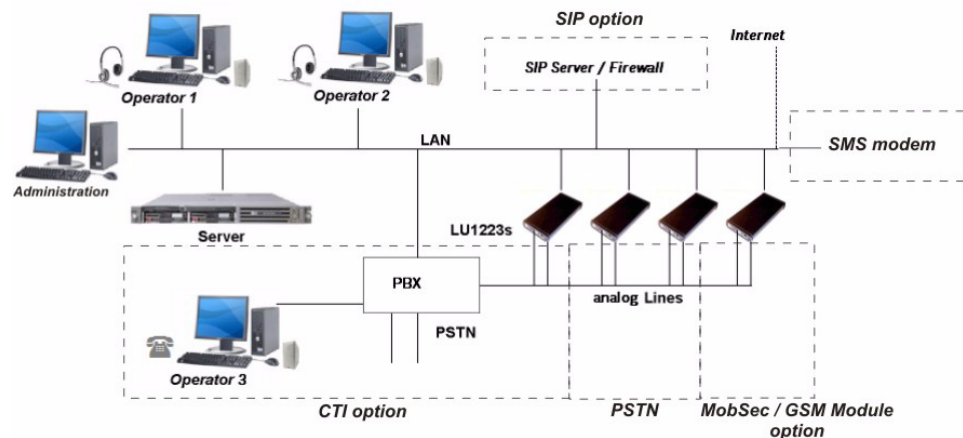
Co-operation partner feature

The call centre (1) receives emergency and service calls from subscribers. According to the organisation that he belongs to and the call filtering settings, the operators in the call centre (4) will see the calls and be able to accept them. Depending on the organisation (6) to which the subscriber has been assigned, the operator's alarm handling workstation displays the welcome text for the corresponding partner. The LMS 7 Professional call centre's (3) system administrator administers access rights and rights for individual data administrators and operators.

Data administrators from the collaborating organisations have access to their data and, according to the settings, to the data of other organisations. Reports and statistics are displayed accordingly.

2 System description

The LMS 7 Professional has a modular structure and contains the following components:



- PSTN lines: serves to connect the call centre to the public telephone network and to transfer calls within the call centre.
- Line Units 1223 (LU1223): receives data telegrams from Carephones and forwards protocol information to the CTI server.
- CTI server (Computer Telephony Integration): contains the database of subscriber and device data and co-ordinates all alarm events within the system.
- Administration workstations: these are used for the administration of subscribers, devices and users.
- Alarm handling workstations: used to accept and process incoming alarms. The information required for handling alarms is displayed. Administration activities according to the item above can also be performed from the alarm handling workstations. A workstation can be used with a headset or with a telephone.
- Telephone system (optional): serves to connect the call centre to the public telephone network and the internal phones within the call centre.
- The SIP option enables RBIP/SIP support, the LMS 7 can receive calls from the analog or emulated network and also calls issued from a Carephone equipped with an IP Module.
- The Mobile Security / GSM Module option includes the integrated support of the Doro Secure IP protocol, for reception of alarms from Doro Secure phones, as well as online map material. This option also supports reception of calls from a GSM Module. It is possible to receive calls from various Mobile Security devices and to locate subscribers for fast help. The SMS modem allows support of SMS protocols as well as sending and receiving SMS from mobile phones.

2.1 Call procedure

An alarm is triggered at a device, e.g. a Carephone, an RF pendant or another sensor at the subscriber's property. The alarm is forwarded via the public telephone network, and arrives at the CTI server after evaluation of the call protocol by the LU1223. It is also optionally possible to receive alarm calls from IP Carephones through the internet or via the GSM network from Carephones equipped with a GSM Module or from MobSec devices via GPRS or SMS. The CTI server sends the alarm to the connected alarm handling workstations via LAN (Local Area Network). If an operator accepts the alarm, the CTI server activates the alarm handling and a speak/listen connection is established to the subscriber via an headset or optionally via an operator telephone. The operator can park the call, forward it internally and initiate the necessary actions.

2.2 Windows buttons

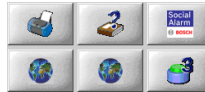
Option buttons allow you to select just one option from a list of options:

Reason
<input type="radio"/> Social call
<input type="radio"/> Subscriber fallen
<input type="radio"/> Difficulty in breathing
<input type="radio"/> Dizziness
<input type="radio"/> Combustions
<input type="radio"/> Unconsciousness
<input type="radio"/> General phone request
<input type="radio"/> Intrusion
<input type="radio"/> Fire
<input type="radio"/> Others
<input type="radio"/> Unknown

Checkboxes present you with options; you can select one or more options:

Actions
<input type="checkbox"/> Social call / No action necessary
<input type="checkbox"/> Help is needed
<input type="checkbox"/> Ambulance alerted
<input type="checkbox"/> Family doctor alerted
<input type="checkbox"/> Specialist doctor alerted
<input type="checkbox"/> Contact person alerted
<input type="checkbox"/> Neighbor alerted
<input type="checkbox"/> Police department alerted
<input type="checkbox"/> Fire department alerted
<input type="checkbox"/> Testcall - error has occurred
<input type="checkbox"/> Testcall - Ok
<input type="checkbox"/> Birthday greetings
<input type="checkbox"/> Remote programming

Clicking on a **button** triggers the action linked to the button:



List boxes display options, from which you can select only one:

English	▼
System Administrator	▼

With **dial buttons** and **highlighted phone numbers**, you can call phone numbers:

040-1234567	Dial	040-1234567
-------------	------	-------------

2.3 The most common call triggers

Emergency call button

Emergency call triggered by pressing the emergency call button on the Carephone.

RF detector

Emergency call triggered by using an RF pendant connected to a Carephone.

Service call

Subscriber wishes to make use of a service.

Logout

The subscriber wishes to leave the house and provide notification of this.

Login

The subscriber has returned home and wishes to provide notification of this.

Activity monitor

The subscriber has not activated the daily button despite having been requested to do so by the Carephone.

2.4 Logging in to the alarm system

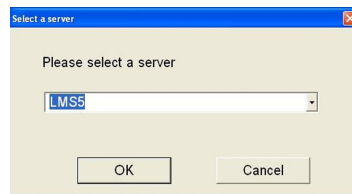
The symbol for alarm handling appears on your alarm handling workstation screen.

To start the application,

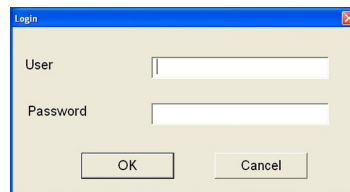
- ▶ double-click the icon.

A window opens, in which you can select the CTI server on which alarm handling is running.

- A predefined CTI Server can be defined as a parameter for the program link on the alarm client desktop.
- If no CTI servers are found, you can enter the IP address or the name of the server here.

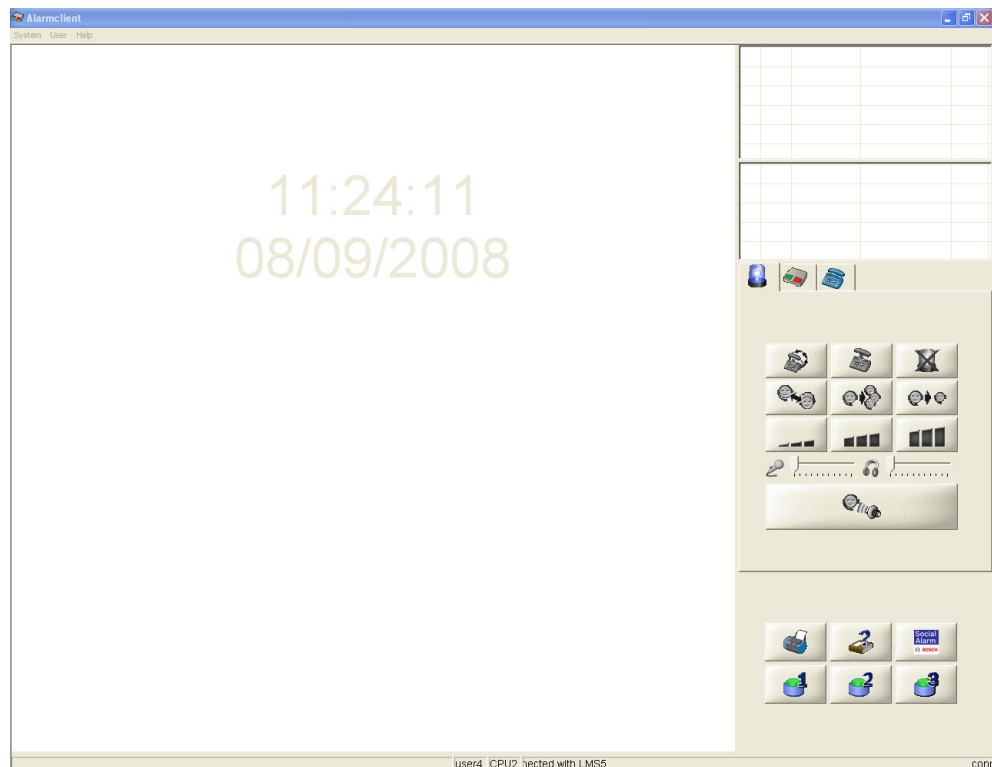


- The login window then appears.



- ▶ Log in with your user name and password.

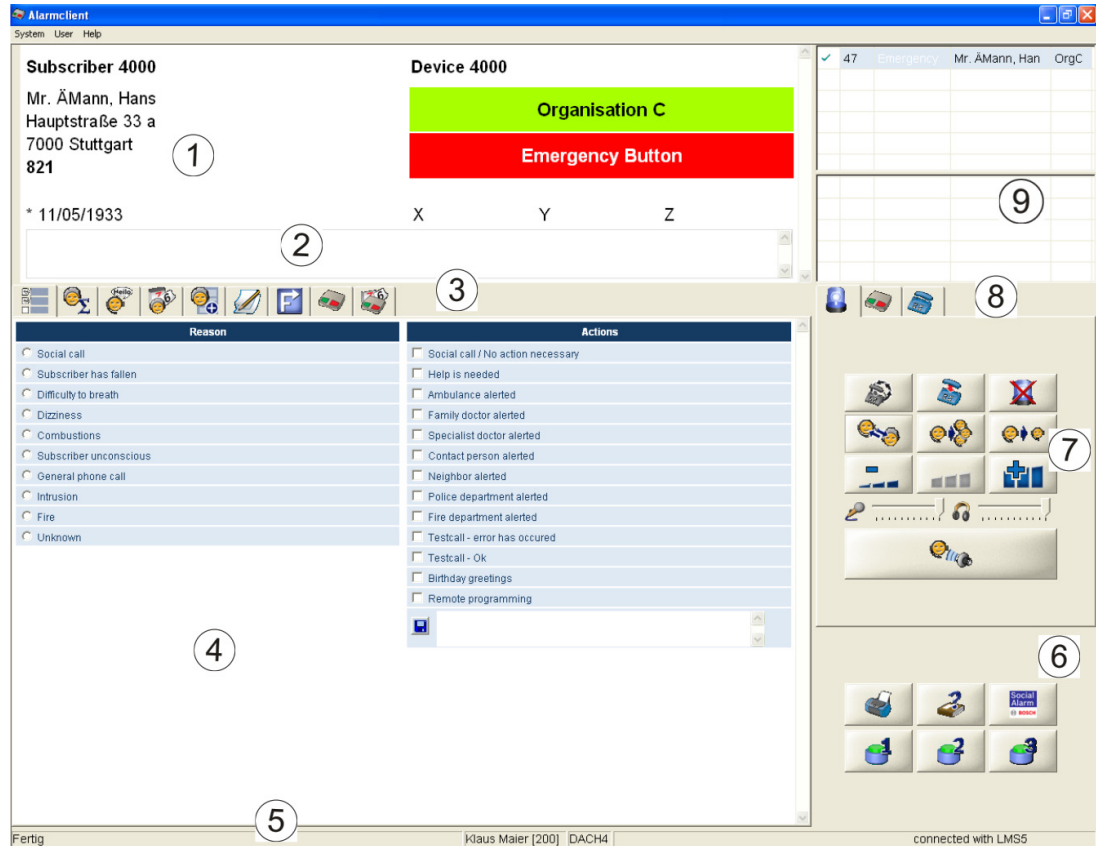
The alarm handling window is displayed. The status bar appears in the lower section of the screen; this contains the user name, alarm handling workstation name and the name of the CTI server. The appearance of this window depends on the option used. The following example is without CTI option:



Contact your system administrator if the login attempt was unsuccessful.

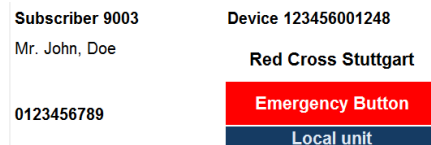
3 User interface

3.1 Emergency call template



3.2 Information field

(1) The information field contains basic information about the subscriber or alarm event, as well as the call trigger (e.g. emergency call button). Optionally, information related to the location code will appear in this field.



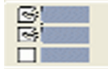
3.3 Note/SMS field

(2) You can view the last note entered in the note field. In case of unsupported SMS protocols, the SMS content is shown beside the note field on the right side.

3.4 Document bar

(3) You can use the buttons to switch to the information contained in the lower display field.



**Note**

Discrepancies between the alarm and the database are shown here (e.g. incoming alarm from a Carephone not listed in the database). This button is only visible when entries are present.

**Reason/Actions**

The reason for a call (e.g. subscriber fallen) and the action taken (e.g. ambulance informed) is documented here.

**Alarm summary**

This function allows showing the most important information.

The five information items by default are:

- Absence,
- History
- Gender,
- Subscriber status
- Subscriber modification.

**Organisation**

This contains the welcome text for the corresponding organisation.

**Call history**

The history of the calls, as well as other events such as subscriber data modifications, reasons for calls and actions implemented are displayed here.

**Additional data**

Additional subscriber data recorded in the system is displayed here.

**Subscriber notes**

You can call up previous notes and add new notes here. A history of the notes is displayed.

This button is highlighted in red if this is indicated accordingly under Administration.

**Map**

The map indicates directions to the subscriber. You can display a map extract of the subscriber's neighbourhood.

**Key management**

The subscriber's house keys can be checked in and checked out. This button is only visible if key management has been activated.

**Device data**

Device data for a device for which the alarm has been activated is displayed here. This button is highlighted in red if this is indicated accordingly under Administration.

**Device history**

History of the last alarms for this device.

3.5

Display field

(4) The display field contains information assigned to the individual buttons in the document bar. The design and arrangement is dependent on the buttons selected.

3.6 Status bar

(5) The following information is displayed in the status bar:

- User name
- Name of the handling workstation
- Extension number of the system phone, in case of an activated CTI option.
- Name of the CTI server or information if the connection to the server is interrupted.

In case of Carephones connected through IP, the following information is also displayed:

- Extension number
- Status of the SIP registration

3.7 Additional applications

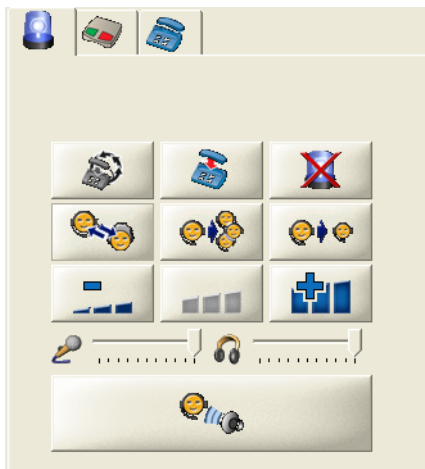
(6) These buttons can be used to start additional applications.



There are three default buttons: Print alarm, Display operating instructions and Call up data administration (upper row, left to right). The other 3 buttons can be configured to start external applications. Therefore the icon and the tool tip can be different.

3.8 Call handling

(7) Call handling is active only during incoming, outgoing calls, and alarm calls.



Calls can be accepted, terminated, sent back to all alarm handling workstations and forwarded to a particular operator. The following buttons are available:



Terminate repeated emergency call

Some Carephones support the option to send repeated emergency calls. Click this button to close the alarm completely.



Terminate call

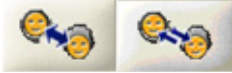
The speaking connection is ended but the alarm remains active for further handling.



Close alarm

The alarm is closed.

An alarm can only be closed once a reason and at least one action have been selected.



Full-duplex/half-duplex voice

Depending on its features, the Carephone can switch between full-duplex and half-duplex.



Forward

The alarm is sent back to all alarm handling workstations.



Forward to/Park

The alarm is forwarded to a particular operator. When you click this button, a list box with all the active operators appears, giving you also the possibility to park the call without audio, option "park".

Volume

You can adjust the volume of the Carephone from **soft**, to **medium**, to **loud**.

With protocols ANT and RB2000, the appearance is the following:



With other protocols (including Geocare MobSec devices), the volume setting buttons will have the following appearance:



You can adjust the volume settings of the headset microphone and loudspeakers with the following sliders:



These sliders appear for all protocols but do not appear in case of an activated CTI option.

Talk button

Click the talk button when in half-duplex mode.

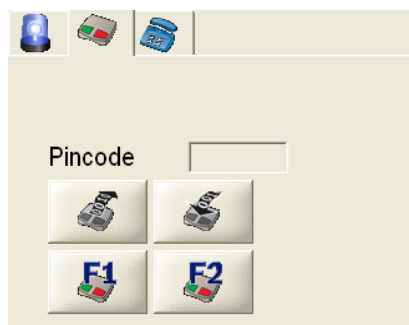


To switch from **listening** to **speaking**, hold the button down while speaking. The button is greyed out during full-duplex mode.

3.9

Device functions

(8) The window contains different numbers of special buttons, depending on the type of device, for triggering special functions.



The two upper buttons are deactivated within LMS 7 Professional. For further information about device functions, see *Section 6 Device functions, page 31*.

If the call is accepted by an operator, the subscriber field will be a drop-down list if more than one subscriber is assigned to the device.

It is possible to select another subscriber.

In this case all data related to the other subscriber will be visible.

All related data are changed and are specific to the subscriber.

Therefore, all documents in the alarm client will be changed.

The following symbols will help you recognise the status of an alarm:

Incoming alarm:

	152	Service call	Mr. Mustermanr	OrgE
--	-----	--------------	----------------	------

There is no symbol in front of the alarm.

Alarm being handled:

✓	210	Service call	Mr. Mustermanr	OrgE
---	-----	--------------	----------------	------

If an operator accepts an alarm by double-clicking it, a tick appears in the operator's alarm handling workstation. The active call is highlighted in light blue.

The alarm appears in grey in all other alarm handling workstations for 2 seconds before it is deleted from the alarm list.

Alarm forwarded to all alarm handling workstations:

➡	16	Act. monitor	Mr. Dr. XMann,	OrgC
---	----	--------------	----------------	------

If the alarm was forwarded to all alarm handling workstations, an arrow appears next to the alarm. The counter resets to 0 when an alarm is forwarded.

The alarm is highlighted in yellow during data communication for remote programming or remote query.

Simulated alarms appear in italics.

Alarm forwarded to a particular operator:

✓➡	11	Act. monitor	Mr. Mustermanr	OrgE
----	----	--------------	----------------	------

If the alarm was forwarded, an arrow with a tick appears next to the alarm. The same symbol appears if the call was parked.

4 Buttons in the document bar

4.1 Reason/actions



An alarm can only be closed completely once a reason and at least one action have been entered – otherwise the call is parked.

► Select the **Reasons/Actions** button in the document bar.

A number of reasons and actions are listed:

Reason	Actions
<input type="radio"/> Social call	<input type="checkbox"/> Social call / No action necessary
<input type="radio"/> Subscriber has fallen	<input type="checkbox"/> Help is needed
<input type="radio"/> Difficulty to breath	<input type="checkbox"/> Ambulance alerted
<input type="radio"/> Dizziness	<input type="checkbox"/> Family doctor alerted
<input type="radio"/> Combustions	<input type="checkbox"/> Specialist doctor alerted
<input type="radio"/> Subscriber unconscious	<input type="checkbox"/> Contact person alerted
<input type="radio"/> General phone call	<input type="checkbox"/> Neighbor alerted
<input type="radio"/> Intrusion	<input type="checkbox"/> Police department alerted
<input type="radio"/> Fire	<input type="checkbox"/> Fire department alerted
<input type="radio"/> Unknown	<input type="checkbox"/> Testcall - error has occurred
	<input type="checkbox"/> Testcall - Ok
	<input type="checkbox"/> Birthday greetings
	<input type="checkbox"/> Remote programming
	<input type="text" value=""/>

You can enter your own actions in the text window below Actions. Select the appropriate reason and one or more actions by clicking the text.

Use the text window to enter an action that does not appear in the list.

1. You can enter your own action text in the text window.
2. Click the symbol in front of the text window to confirm the entry.

You can cancel a selected action by clicking the highlighted action text or the tick in the checkbox.

In case of text created, hit the save button.

4.2 Alarm summary



You can choose to make the **Alarm summary** visible by configuration in the administration menu, and set its place in the alarm summary box (left, right or centre).

Additional data can be added, and the appearance depends on its configuration under **Additional data**.

What is modified in the menu **Additional data** has impact on the menu summary document and on the alarm summary itself.

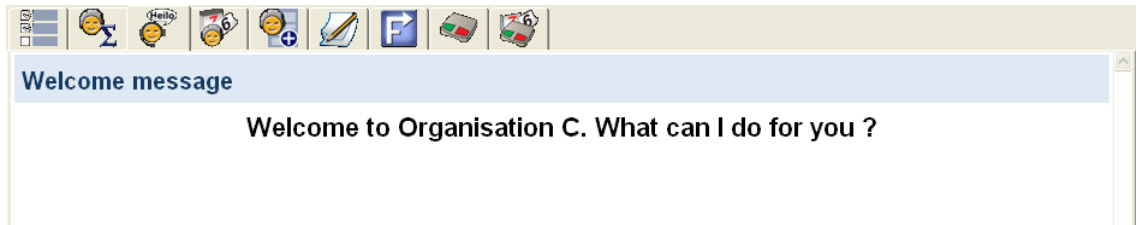
4.3 Organisation



The welcome text for the organisations is stored here. The text can be freely configured by the system administrator; see *Section 13.21.1 Adding a co-operation partner, page 96*.

► In the document bar, click the **Organisation** button.

The information for the corresponding organisation is displayed; this will be used to welcome the subscriber.



4.4 Call history



The call history contains events pertaining to the current subscriber, only if the subscriber is assigned to a device.

► Click the **Call history** button in the document bar.

The call history consists of a table with the following information:

- Date and time
- Device number
- Call trigger
- Name
- Actions initiated

You can sort the contents of the individual columns in ascending or descending order (e.g. according to call trigger) by clicking the dark table header.

Mustermann, Peter (2000)					Total records:23	Page(s) 1
Time	Alarm	Subscriber Name	Device No.	Actions		
04/04/2008 09:05:05	Act. monitor off/boundary a. on	Mr. Mustermann, Peter	2000			
04/04/2008 09:04:04	Act. monitor off/boundary a. on	Mr. Mustermann, Peter	2000	Subscriber unconscious;Contact person alerted		
04/04/2008 09:03:51	Service call	Mr. Mustermann, Peter	2000	Unknown;Remote programming		
04/04/2008 09:03:44	Act. monitor off/boundary a. on	Mr. Mustermann, Peter	2000	Difficulty to breath;Family doctor alerted		
04/04/2008 09:03:27	Emergency Button	Mr. Mustermann, Peter	2000	Intrusion;Police department alerted		
04/04/2008 09:02:01	Emergency Button	Mr. Mustermann, Peter	2000	Combustions;Specialist doctor alerted		
04/04/2008 08:39:29	Act. monitor off/boundary a. on	Mr. Mustermann, Peter	2000			

To display details on a particular event,

► click the required date.

The alarm details will then be shown in the display field. You can append actions if necessary, by entering the text in the text field

► click **Append action**.

Time	Type	Information
04/04/2008 09:02:12	CLI	119
04/04/2008 09:02:12	Telegram detection started	01 03 1
04/04/2008 09:02:17	Protocol type	RB2000 8
04/04/2008 09:02:21	Copy of device core data	4000 BOSCH HTS 300A
04/04/2008 09:02:21	Copy of subscriber core data	4000 AMann Hans Stuttgart Hauptstraße 33 a 7000 M 821 X Y Z
04/04/2008 09:02:58	Accept request	
04/04/2008 09:02:58	Operator	user2 200 DACH4
04/04/2008 09:02:59	Voice recorder started	
04/04/2008 09:03:00	Line listening	01 03 3
04/04/2008 09:03:02	Call Reason	Subscriber has fallen
04/04/2008 09:03:03	Action taken	Help is needed
04/04/2008 09:03:05	Call forwarding to operator	user2 200 DACH4
04/04/2008 09:03:06	Voice recorder stopped	\\ms5\VoiceRecording\2008\4\4\9_2_57_3E721CC5-A303-49A1-988B-86CADC8B4EA9.wav
04/04/2008 09:03:08	Accept request	
04/04/2008 09:03:08	Operator	user2 200 DACH4
04/04/2008 09:03:10	Voice recorder started	
04/04/2008 09:03:11	Line listening	01 03 3
04/04/2008 09:03:11	Call Reason	Combustions
04/04/2008 09:03:14	Call Reason	Subscriber has fallen
04/04/2008 09:03:16	Action taken	Ambulance alerted
04/04/2008 09:03:17	Action deleted	Help is needed
04/04/2008 09:03:18	Terminate event request	
04/04/2008 09:03:18	Actions summary	Subscriber has fallen Ambulance alerted
04/04/2008 09:03:18	Voice communication ended	01 03 3
04/04/2008 09:03:19	Voice recorder stopped	\\ms5\VoiceRecording\2008\4\4\9_3_8_3E721CC5-A303-49A1-988B-86CADC8B4EA9.wav

Use the **Previous** and **Next** buttons to view the details on the previous/next alarm.
You can return to the call history overview by clicking **Back**.

4.5 Additional data



Additional data stored on the subscriber in the LMS 7 Professional is displayed here.
To view the subscriber data,

- click the **Subscriber data** button in the document bar.

XMann, Helmut (3000)		
Medical indication		
Insuline		
Medicine	Tetraseptin	
Type of contract	Standard	
Insurance	Medicare	
Reference		
1st contact	Tochter	
Name	BFrau Sabine	
Street / nummer	Hauptstrasse	
Zip code / Town	49845 Stuttgart	
Telephone	0917123654	
Cell phone	0172587458	
Comment		
1st service	Category	Hausarzt
	Name	Dr. Müller
	Street/No.	Hauptstraße 34
	ZIP/ City	71679 Asperg
	Phone 1	71136532495
	Remark 1	Sprechzeiten Mo - Fr 8:00 - 16:00
	Remark 2	Samstags nach Vereinbarung

If an unknown subscriber or a subscriber who has not been assigned to a device calls, no subscriber data is available. Subscriber data can only be modified, deleted or created in Data administration with the appropriate rights; see *Section 9 Subscriber data, page 41*.

4.6 Subscriber notes



You can make notes on the corresponding subscriber here. The notes can be edited during an alarm. The last subscriber note is displayed in the information field.

To create a note,

- click **Subscriber note** in the document bar to create a note.

You can add a new note. Click **Save changes**.

You can view the subscriber note history in the lower section of the display field.

XMann, Helmut (3000)

Logout interval

☐ Away reminder

From: [] To: []

Save

Follow up

[] Date/Time: []

Start follow up

Pending follow ups

Note

☐ Note marked

[]

Save changes

Time	User	Note
No data found		

New subscriber note

You can add a new note by entering new text in the text window and subsequently clicking **Save changes**.

Logout interval - Away reminder

Click the **Away reminder** checkbox to indicate and generate a reminder in the system that the subscriber has signed out. You have an option to enter manually the time period in the adjacent date fields. You can select duration in the drop-down list, the time period will be automatically updated.

Press the **Save** button.

The time period is visible in the lower part alarm list, as **Away overdue**. It can be ticked and you will get access to the subscriber data.

The away reminder can be removed when the subscriber is back.
Otherwise, the alarm is active and an action has to be taken (e.g. call the subscriber).
The away reminder appears as a stand-alone event.

Follow up

You can select duration in the drop-down list, the time period will be automatically updated.
You have an option to enter manually the time period in the adjacent date and time fields.
You can save your choice with **Start follow up**. It then appears in pending follow-up.

The follow-up and its reminder appear as the same event that is reactivated.

It allows the user to clear his alarm list, without forgetting to perform an action.

Example:

A subscriber is calling, and asking for a doctor in an hour.
The follow-up allows delaying an action without keeping an alarm active.

Highlighting a note

Clicking the **Note marked** checkbox highlights the button in red in the document bar. This is useful for important notes.

Subscriber notes can also be edited under Data administration; see *Section 9.1.3 Note, page 45*.

4.7

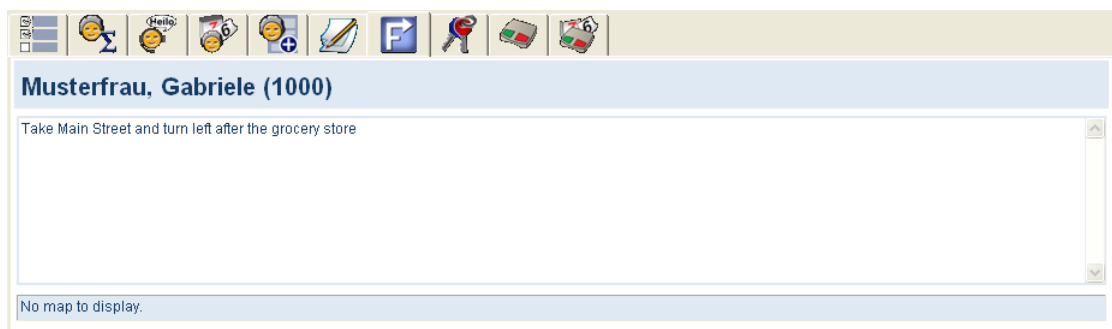
Map



To view the location of the calling subscriber's neighbourhood,

- click the **Map** button in the document bar.

A description of the location for the subscriber entered is displayed.



The map can be edited under Data administration; see *Section 9.1.4 Location, page 46*.

4.8 Key management



This button is only displayed if key management has been activated for this subscriber.
To view key management,

- click the **Key management** button in the document bar.

The screenshot shows a document bar at the top with various icons, including a key icon. Below the bar, the user profile 'Efrau, Anna (7)' is displayed. A table shows the key management status:

Keysafe	Key at the social center	Slot	2
Status	Checked out	Key given to	Eckel, Bruce
Checked out date	30.05.2012 13:06:35		
Key note			

At the bottom right of the table is a 'Check in' button.

The key management status is displayed:

- Key checked in
- Key checked out
- Name of the safe into which the key has been checked
- Checkout date and time

Checking in key

- Click the **Check in** button.

The key is now registered in the system as checked in.

The information **Key given to** is also stored in the event history.

Checking out a key

- In the text field, enter the name of the person to whom you wish to give the key and then click the **Check out** button.

4.9 Device data



To view device data,

1. click the **Device data** button in the document bar.

HTS62 (62)			
Device number	62	CLID	
Type	HTS62	Manufacturer	
Battery change		Battery type	
Serial number		HW/SW Version	
Device driver	HTS 62 A0.09	Connectivity	GSM module + Analogue line to DSL/cable modem
Acquired on		Leasing from/ to	
Organization	Red Cross Stuttgart	Owner	
Stock state	on stock	Repair from/ to	
Technical status	Device OK	Call trigger	
Test call monitored	No		
Test call interval	1 hour		
Test call last/ next		11/10/2013	
Assigned device	Subscriber name	Subscriber number	
No assignment found.			
Last modified by User3, Install1 on 24/10/2013 09:39:55			

You can view all the information for a device here, and add notes. To do this,

- click the **Note** button and enter the text in the text field. Click **Save changes**.

All the notes are displayed in the lower list, according to date.

RF detector

- Click RF detector to view all connected peripheral devices.

HTS3100 (3000)					
					<< Back
RF detector					
Number	Serial number	Type	Manufacturer	Battery change	Battery type
1	3651234567	radio button	Bosch	09/02/2010	Lithium
2	3657654321	radio button	Bosch	03/10/2008	Lithium
					<< Back

4.10 Device history

To view the device history,



- click the **Device history** button in the document bar.

HTS3100 (2000)

Total records:23

Page(s) 1

Time	Alarm	Subscriber Name	Device No.	Actions
04/04/2008 09:14:06	Device data changed		2000	
04/04/2008 09:05:05	Act. monitor off/boundary a. on	Mr. Mustermann, Peter	2000	
04/04/2008 09:04:04	Act. monitor off/boundary a. on	Mr. Mustermann, Peter	2000	Subscriber unconscious;Contact person alerted
04/04/2008 09:03:51	Service call	Mr. Mustermann, Peter	2000	Unknown;Remote programming
04/04/2008 09:03:44	Act. monitor off/boundary a. on	Mr. Mustermann, Peter	2000	Difficulty to breath;Family doctor alerted
04/04/2008 09:03:27	Emergency Button	Mr. Mustermann, Peter	2000	Intrusion;Police department alerted
04/04/2008 09:02:01	Emergency Button	Mr. Mustermann, Peter	2000	Combustions;Specialist doctor alerted

The device history consists of a table with the following information:

Date and time, device and subscriber name.

You can sort the contents of the individual columns in ascending or descending order (e.g. according to date and time) by clicking the dark table header.

Details

To view device history details,

- click the required date.

The details then appear in a display field.

Details		
Alarm	Emergency Button	Restore
Time	04/04/2008 09:09:44	
Device number	4000	
Subscriber Name	AMann,Hans	
Append action	<input type="text"/> <input type="button" value="Append action"/>	
<input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Back"/>		
Time	Type	Information
04/04/2008 09:09:35	Telegram detection started	01 01 1
04/04/2008 09:09:40	Protocol type	RB2000 8
04/04/2008 09:09:44	Copy of device core data	4000 BOSCH HTS 300A
04/04/2008 09:09:44	Copy of subscriber core data	4000 AMann Hans Stuttgart Hauptstraße 33 a 7000 M 821 X Y Z
04/04/2008 09:09:47	Line speaking	01 01 3
04/04/2008 09:09:50	Accept request	
04/04/2008 09:09:50	Operator	user2 200 DACH4
04/04/2008 09:09:51	Voice recorder started	
04/04/2008 09:09:52	Line listening	01 01 3
04/04/2008 09:12:31	Call Reason	Difficulty to breath
04/04/2008 09:12:31	Action taken	Ambulance alerted
04/04/2008 09:12:33	Actions summary	Difficulty to breath Ambulance alerted
04/04/2008 09:12:33	Terminate event request	
04/04/2008 09:12:33	Voice communication ended	01 01 3
04/04/2008 09:12:34	Voice recorder stopped	\\ms5\VoiceRecording\2008\4\4_9_49_BB66483E-E8DC-4777-977E-C4DC52139382.wav
<input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Back"/>		

The user can listen to the recorded conversations by clicking on the link. A voice recording file will open.

5 Call handling

5.1 Keyboard operation

The keyboard functions are always only related to the active alarm in the LMS 7. You cannot switch backwards and forwards between individual calls using the keyboard functions.

General

Key	Function
Ctrl + Tab	Steps forward through the document bar

Accepting a call

Key	Function
F1	Online Help
F2	Accept the uppermost call with a speak/listening connection
F3	Accept the uppermost alarm without a speak/listening connection

Speaking to the subscriber

Keys F6, F7 and F8 control the volume at the subscriber's Carephone.

Key	Function
F5	Switches between listening and speaking in half-duplex mode. In full-duplex mode, this switches to half-duplex mode.
Shift + F5	Pressing the F5 button switches between listening and speaking in half-duplex mode. In full-duplex mode, pressing the F5 button switches to half-duplex mode in speaking and releasing the F5 button switches back in listening.
F6	Soft
F7	Medium
F8	Loud

Specifying actions

You can use keys F9 to F11 to specify reasons and actions. The keyboard functions relate to the last accepted alarm and also function if the **Reason/Actions** button is not displayed.

Key(s)	Function
F9	First reason in the list is highlighted.
Shift + F9	First action in the list is highlighted.
F10	Second reason in the list is highlighted.
Shift + F10	Second action in the list is highlighted.
F11	Third reason in the list is highlighted.
Shift + F11	Third action in the list is highlighted.

Terminating a call

Key(s)	Function
F12	Terminate call (the speaking connection is terminated)
Shift + F12	Close alarm

5.2 Call indication

When an alarm arrives, there are two types of call indications:

- ▶ Optical: the alarm client window pops up or the window icon in the toolbar blinks.
- ▶ Acoustical: a configured audio file (wav) is played each time, except when an active call with speak/listen is being handled or when a phone call, incoming or outbound, is active. The sound is stopped when no more calls are in the upper section of the alarm list. In the event of a loss of connection to the CTI Server by the alarm client, an audio file is played.

5.3 Accepting an alarm

When a call is received, the call trigger, the subscriber name and the organisation appear in the alarm list. The time elapsed in seconds since the alarm occurred is displayed on the left.

42	Service call	Mr. Mustermann	OrgE
32	Emergency	Mr. ÄMann, Han	OrgC
6	Pager call a	Mr. ÄMann, Har	OrgC
➔ 59	Emergency	Mr. ÄMann, Har	OrgC

Calls with a speak/listening connection are displayed in the upper field of the alarm list. Also a **MobSec call with a missing voice connection** will appear in the upper list because it needs to be processed with special attention. It is displayed when alarm data from a Doro Secure Phone is received but no voice connection could be established within a defined period of time. This is also valid for supported SMS protocols. It is recommended to check the call history, see *Section 4.4 Call history, Page 19*. Silent alarms, calls without a speak/listen connection, technical messages, are displayed in the lower field only.



NOTICE!

in case of a **MobSec call with a missing voice connection**, check the accuracy of the Doro Secure phone number with your Mobile Security Configurator.



NOTICE!

The voice connection of MobSec devices is not established automatically by the CTI Server. This means the operator has to accept those alarm events immediately. The voice connection will then be established. If the operator does not accept the alarm within the defined time (configured in the MobSec device) the device will continue to call another target and the MobSec LU1223 will be blocked for a time.

- ▶ To accept the call, double-click the call. The alarm window appears and is used to display additional information about the subscriber. The speaking connection is created. To improve communication, the volume of the Carephone can be set:



Depending on the protocol, the buttons can have the following appearance:



Adjust the volume settings of the headset microphone and loudspeakers:



- To end the conversation after choosing a **Reason** and an **Action**, click **Close alarm**



If the alarm is still active, it appears in the lower section of the alarm list. You have the option to call up additional persons (e.g. dependents) in the document bar under subscriber data.

- Click the telephone number displayed.

5.4

Forwarding to all alarm handling workstations

To send an alarm back to all the alarm handling workstations that are logged in, you must be currently handling the alarm.

- Click the **Forward** button.



The alarm is forwarded to all alarm handling workstations, as indicated by the **arrow** symbol in the alarm list. Every operator can now accept or process the alarm, or forward it on again.



5.5

Forwarding to a particular operator

To forward an alarm to another operator (a different alarm handling workstation), you must be currently handling the alarm.

- Click the **Forward to** button.



A list appears showing all operators who are currently logged in.

- In the list, click on the operator to whom you wish to forward the alarm. The alarm is forwarded to another operator and is no longer present in your alarm list.

5.6

Parking a call

Parking a call means putting a call on hold for the operator. No other operator will be able to see it. By double-clicking the call again, the speaking connection to the workstation is reinstated. In order to park a call, you must be currently handling the call.

- Click **Forward to**.



A list appears showing all users who are currently logged in, as well as park.

- Select **Park** from the list by clicking it.

The call is parked. This is displayed by the **arrow with tick** symbol in the alarm list



The alarm only remains visible in your alarm list.

5.7 Handling calls in parallel

You can accept other calls and switch between accepted calls (toggle) while handling a call.

- To accept a new call, double-click the call.

The call is accepted and the previous call is automatically parked.

5.8 Terminating a call

You can terminate calls completely once one reason and at least one action have been entered, or you can terminate the speak/listening connection and the alarm remains active.

Terminating the speak/listening connection

- In Alarm handling, click the **Terminate call** button.



The speak/listening connection is terminated and the call is displayed under **Alarms without speak/listen** in the lower section of the alarm list. You can also process or transfer the alarm.

Closing an alarm

An alarm can only be closed once the necessary reasons and actions have been initiated.

- In Alarm handling, click the **Close alarm** button.



The alarm is closed and no longer present in the alarm list.

Terminating a repeated emergency call

Some Carephones support the option to send **repeated emergency calls**.

- Click the **Close repeated emergency call** button to close the alarm completely.



The repeated emergency call is no longer sent.

5.9 Full-duplex voice/half-duplex voice

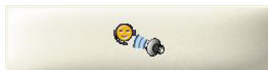
You can speak to the subscriber in half-duplex mode, or speak and listen to him at the same time, depending on the features in the Carephone.

Half-duplex voice

The button with the two arrows indicates whether the half-duplex mode is activated.



- Click the **Speak** button for the subscriber to hear you.
Release the Speak button to listen to the subscriber.



The **Speak** button is greyed out in full-duplex voice.

Full-duplex voice

The button with the arrow indicates whether full-duplex voice mode is active



You can simultaneously speak and listen to the subscriber.

For Carephones that support full-duplex voice, you can choose to switch to half-duplex voice. In the half-duplex mode, 20 seconds before timeout, the speak/listen icon becomes red. In full-duplex mode, 20 seconds before timeout, the half-duplex/full duplex button becomes red.

5.10 Handling of Incoming and Outbound phone calls

Outbound call:

- Use phone number in top of subscriber sheet, or use phone numbers in summary, or in additional data. You can also dial a number using the dial pad.
 - A call event is created.
 - Double-click on the event.
 - The connection will be established.

Incoming call:

- A call event is created when the call arrives.
- Double-click on the event.
- The connection will be established.

Most buttons are gray to notify that most functions are not useful. You can:

- End the call.
- End the event.
- Forward the call to another operator or park the call.
- Forward the call to all operators.

5.11 Handling of test calls

Test call handling of PSTN calls

Each test call is recorded in the history. This behavior applies to calls from a Carephone directly connected to the PSTN, connected via a GSM Gateway or via a DSL/cable modem.

Test call handling of calls through the IP Module and the GSM Module

The LMS 7 adapts during each test call the fields 'last test call' and 'next test call', and the system records test calls once per day in the history. There is however an exception: test calls from Carephones without a known device ID or a double device ID in the LMS database are always stored.

Test call supervision

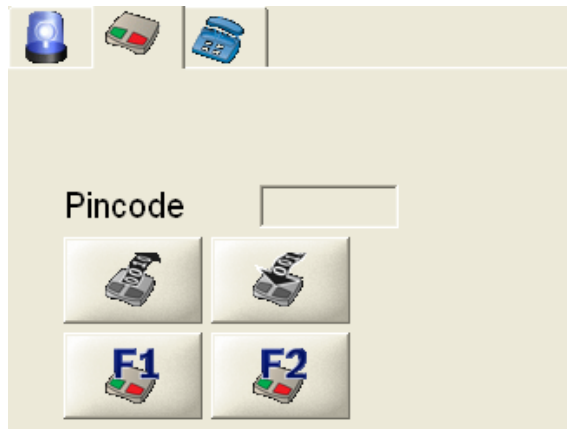
A test call supervision interval has to be defined in the device administration for each Carephone. The selected value should correspond to the shortest test call interval in the Carephone (telephone network or internet). By defining a longer test call supervision interval it is possible to reduce the sensitivity of the test call supervision. The test call supervision is done by the scheduler of the LMS and the attached task called 'Test call supervision'. At the defined start time the scheduler checks whether the test calls are overdue. In addition a test call supervision overview independent of the scheduler is available at the welcome page of the data administration. There is a list of all Carephones for which a test call is overdue.

5.12 Timeout for social alarms and phone calls

For social alarms and phone calls that do not show any activity, two values of timeout can be configured separately for each category. Configuring a timeout value means that after a predefined period of time, the call is automatically be switched to a non-active speak/listening connection. The alarm or call then goes to the lower section of the alarm list.

6 Device functions

Special functions (depending on the device) can be performed under Device functions.



The alarm must be active and the corresponding function must be supported by the device.

6.1 Special buttons

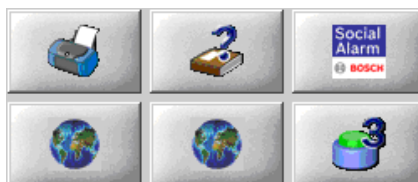
Depending on the type of device, different numbers of special buttons for triggering special functions can be found under Device functions. The function is explained in a tool tip.



Example: remote disabling of the activity monitor or remote activation of the output for external connection options in a Carephone.

6.2 Additional applications

The **Print alarm**, **Display operating instructions** and **Data administration** buttons, together with freely configurable buttons can be found under **Additional applications**.



Print alarm

Click this button to print the alarm and all the relevant subscriber data, device data, and reason and actions.



In order to print an alarm, the alarm must currently be being handled. The alarm print is always printed on the default printer of the server.

Displaying operating instructions

► Click this button to call up the operating instructions.



Data administration

You can switch to Data administration from Alarm handling at any time.

You require the necessary rights to work in Data administration.

Under Additional applications, click the **Data administration** button.



If the entered user name has the necessary rights, you will see the subscriber data of the current event. If no subscriber data is available, a page for a new subscriber will open. If the entered user name does not have the necessary rights, the login template opens.

If the login template opens,

- click the **Login** button and log in with your user name and password.

The user name, rights and password are allocated by the responsible system administrator.

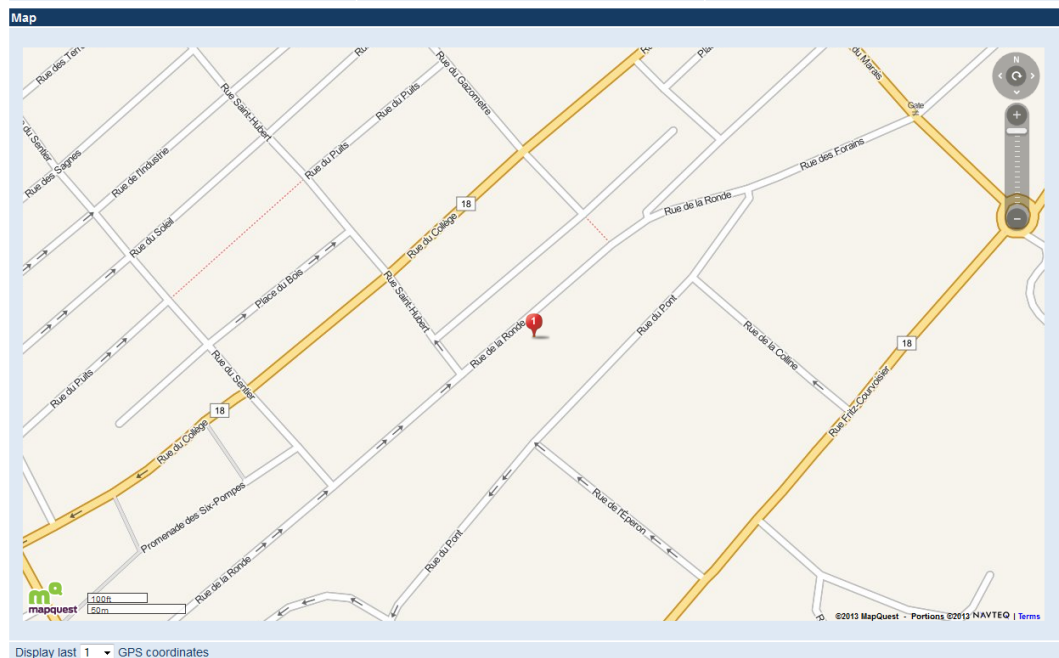
Mobile Security with Doro Secure phones and SMS MobSec phones



In this example, the free button is configured to launch a **Mobile Security** application. The configuration of these buttons are made within the CTI server. After accepting an alarm received from a Doro Secure phone or a supported SMS device, a click on this button opens a map. On this map, the GPS data related to the alarm is displayed: date, fix time stamp, collection time stamp, locating, warning if the GPS data is outdated, speed.

Example of a device without relocating functionality, such as a Doro Secure phone:

Subscriber name	Estimated device location	Additional information
Olivier Champion	Rue de la Ronde 2300 La Chaux-de-Fonds Neuchâtel (Switzerland)	Level of charge of the battery: 80% Speed: 0km/h
GPS coordinates received on	GPS coordinates collected on	GPS Coordinates
11.04.2013 11:50:37	11.04.2013 11:50:37	47.105652, 6.834661



Example of a device with relocating functionality, such as Geocare, Neat Nemo or Twig Protector:

In range of the following bluetooth beacon

In cradle

Hide last GPS coordinates

Beacon location received on

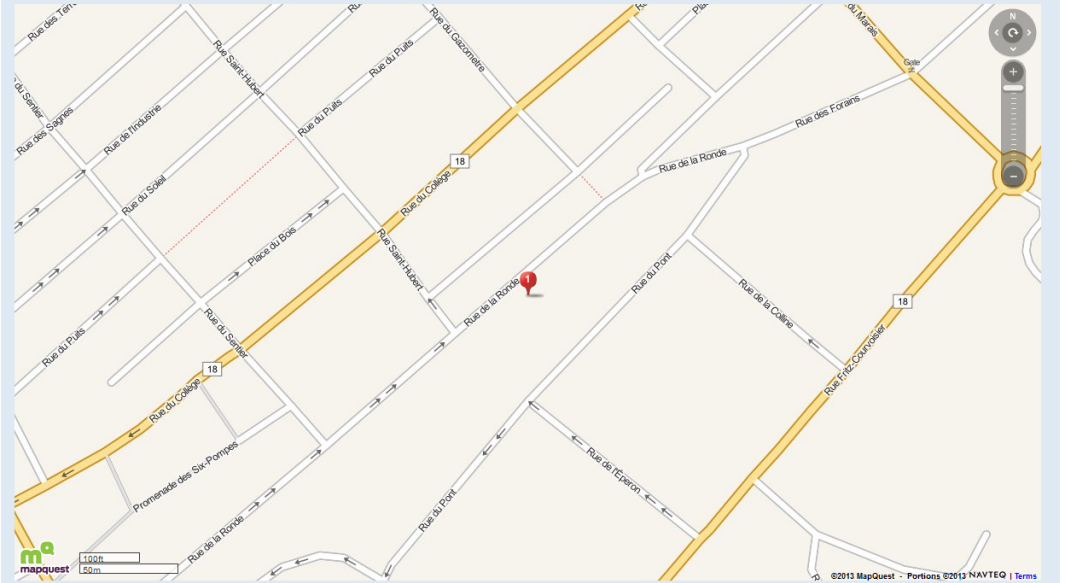
27.06.2014 09:09:31

Warning: GPS coordinates are not up to date!

Subscriber name	Estimated device location	Additional information
Eise Su		
GPS coordinates received on	GPS coordinates collected on	GPS Coordinates (Lat.,Lon.)
27.06.2014 09:09:31	25.06.2014 09:44:12	47.10564, 6.83431 Google Maps

Map

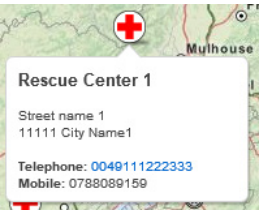
Request new position



Display last 1 GPS coordinates

The button **Request new position** is available to send a request to the device. The button is greyed when the LMS 7 is waiting for the device to answer. The map is automatically updated when the new position is received.

It is possible to trigger an outgoing phone call in the alarm client by clicking on a phone number of a point of interest in the map:



Bosch Security Systems

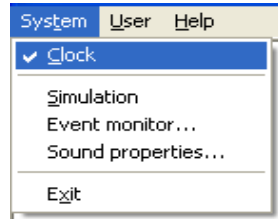
User Manual

970.130f | F.01U.173.315 | V1.6 | 2014.10

7 Windows menu in Alarm handling

7.1 System

Clock



You can display the time in the alarm interface if no call is being handled.

1. Go to the menu item **System**.
2. Click the menu item **Clock**.

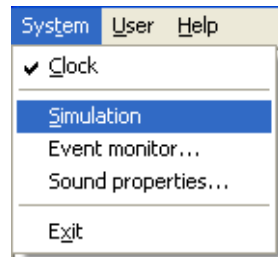
If a tick is visible, the time will be displayed. If it is not visible, the background is uniformly white.



NOTICE!

If an image "background.jpg" is installed, then you will see this image on the screen.
By default this image "background.jpg" is installed.

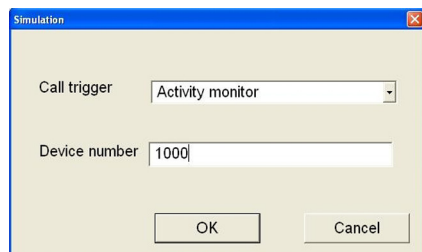
Simulation



Simulation is important for the operator as an induction to alarm handling. Simulation is also used to test the system behaviour and is therefore useful for troubleshooting.

1. Go to the menu item **System**.
2. Click the menu item **Simulation**.

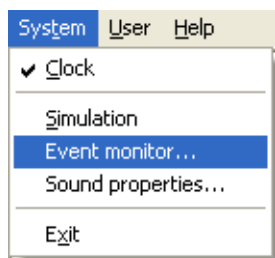
The following window appears:



3. From the **Call trigger** list box, select the call trigger you would like to use to simulate an alarm
4. Enter a device number in the **Device number** field.
You can find the device numbers under Data administration.
5. Click **OK**.
You can now work with the simulated alarm.

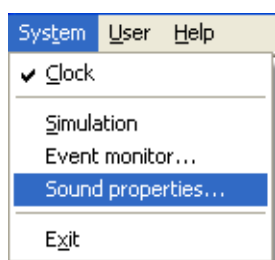
Depending on settings in CTI server, simulated calls will be stored (or not) in the history. In this case, an additional history detail will inform that this was a simulated event.

Event monitor



Using a second screen is recommended.

Sound properties



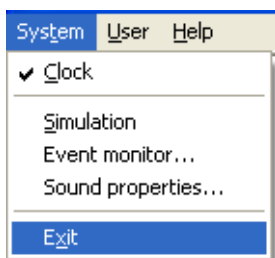
To open the sound properties,

1. Go to the menu item **System**.
2. Click the menu item **Sound properties**.

A dialog box will open, allowing you to choose the headset setting:



Exit



To exit Alarm handling,

1. Go to the menu item **System**.
2. Click the menu item **Exit**.

Alarm handling has now been exited and can be called up again by double-clicking the **Alarm client** symbol.

**NOTICE!**

If you are the last operator to log out, a message is displayed. You can then decide whether you would like to log out or remain logged into the system.

7.1.1**User****Changing users**

Users can log in and out here, e.g. when there is a change in shift.

1. Go to the menu item **User** -> **Change user**.

Change user is only possible if there is no active event.

The following window is displayed:



2. Enter your user name.
3. Enter your password.
4. Click **OK**.

You are logged in as the new user. This is indicated in the lower status bar in the alarm interface.

**NOTICE!**

The last operator to be logged into the system can only perform this function after confirmation. A warning note appears.

7.1.2**Help****Help**

The operating instructions are called up.

Alarm client

The alarm handling version number of the LMS 7 Professional is displayed here.

- Go to the menu item **Help** -> **Alarm client**.

8 Data administration

Data administration can be used to create and modify data records for subscribers and devices. You can perform key management and technical alarm management, create reports and view detailed alarm events. Access to individual data can be restricted differently for every user, based on **restricted rights**. Rights can restrict both access to data areas as well as individual functions, e.g. modifying data and disconnecting.

For information on rights administration, please see Section 13.5 New role, page 76 in the "Administration -> Role" chapter.

To start data administration:

1. Under Alarm handling, click the **Data administration** button or start a web browser and enter the URL of the server. A login screen is displayed.
2. Click **Login**.

Enter your login details

User name	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login"/>	

Switch off automatic password completion in the browser settings.

3. Enter your user name and password.
4. Click **Login**.

The password is displayed in hidden format.

The data administration interface and the welcome page are displayed:


BOSCH

Welcome to the Social Alarm Management System 7

Pending verification items		No. of entries	Device analysis		Total No.
Subscriber data		1	No. of devices with status New problem		8
Additional data		2	Devices with missing test call	Device No.	
Device data		2	Missing since: 04/11/2006	4500	<input type="button" value="Reset"/>
Verification feedback		No. of entries	Subscribers with missing MobSec test call		Subscriber No.
Subscriber data list		1	Last test call: No test call received	16	<input type="button" value="Reset"/>
Additional data list		2			
Device data list		3			



- Red Cross Stuttgart
- Subscriber Data
- Display
- Create
- Device data
- Contacts
- History
- Administration
- Verification
- Change Password
- Logout

You will continue to see the welcome page as you navigate through the different menus of the data administration interface. It contains information useful for the user. The appearance of the items depends, on their availability, on the user's rights and on the organisation:

Device analysis

- Number of device analyses with the status 'new problem', with a link to the related page.

Today's birthday list

- List of birthdays of the day and links to the corresponding subscriber data

Devices with missing test call

- List of missing test calls and links to the assigned device. It is possible to remove devices from this list by clicking once on the button **Reset** beside on the device number. In addition, the next expected test call timestamp is stored in the LMS.

Subscribers with missing MobSec test call

- List of missing test calls from Mobile Security devices, such as Doro Secure phones, Neat Nemo or Geocare devices. It is possible to remove devices from this list by clicking once on the button **Reset** beside on the device number. In addition, based on the specified MobSec test call intervall, the next expected test call timestamp is stored in the LMS.

Follow ups

- List of all follow up reminders and links to the corresponding subscribers.

NOTICE! Areas empty or with a value zero are not visible.

In the case of a user responsible for verification and with the right for verification, the **Pending verification items** are visible:

- Number of entries in verification for subscriber data, with a link to the related page.
- Number of entries in verification for additional data, with a link to the related page.
- Number of entries in verification for device data, with a link to the related page.

In the case of a user of organisation with verification, **Verification feedback** is visible:

- Number of entries in verification for subscriber data list, with a link to the related page.
- Number of entries in verification for additional data list, with a link to the related page.
- Number of entries in verification for device data list, with a link to the related page.

Navigate through the program functions using the menu on the left-hand side of the screen:

Subscriber data

- **Display**, see *Section 9.1 Displaying, page 41*.
- **Create**, see *Section 9.2 Creating new subscriber data records, page 50*.

Device data

- **Display**, see *Section 10.1 Displaying, page 51*.
- **Create**, see *Section 10.2 Creating new device data records, page 61*.
- **Analysis**, see *Section 10.3 Analysis, page 62*.

Contact handling

- See *Section 11 Contact handling, Page 63*

History

- **Current call events**, see *Section 12.1 Current call events, page 67*.
- **Alarm events**, see *Section 12.2 Alarm events, page 67*.
- **Key events**, see *Section 12.3 Key events, page 68*.
- **Reminder events**, see *Section 12.4 Reminder events, page 68*.
- **Warning events**, see *Section 12.5 Warning events, page 69*.
- **Administration events**, see *Section 12.6 Administration events, page 69*.
- **System events**, see *Section 12.7 System events, page 70*.
- **All events**, see *Section 12.8 All events, page 70*.

Administration

- **User list**, see *Section 13.1 User list, page 72*.
- **New user**, see *Section 13.3 New user, page 73*.
- **Role list**, see *Section 13.4 Role list, page 73*.
- **New role**, see *Section 13.5 New role, page 76*.
- **Call filtering / balancing**, see *Section 13.6 Call filtering / balancing, page 77*.
- **Call forwarding**, see *Section 13.7 Call forwarding, page 80*.
- **Keysafe list**, see *Section 13.8 Keysafe list, page 81*.
- **Keysafe management**, see *Section 13.10 Keysafe management, page 82*.
- **Additional data**, see *Section 13.11 Additional data, page 83*.
- **Summary document**, see *Section 13.12 Summary document, page 87*.
- **Events**, see *Section 13.13 Events, page 88*.
- **Event groups**, see *Section 13.14 Event groups, page 89*.
- **Map**, see *Section 13.15 Map, page 89*.
- **Actions**, see *Section 13.16 Actions, page 90*.
- **Reason**, see *Section 13.17 Reason, page 91*.

- **Link phone-workstation**, see *Section 13.18 Link phone-workstation, page 92.*
- **Scheduler**, see *Section 13.19 Scheduler, page 93.*
- **Mandatory fields**, see *Section 13.20 Mandatory field, page 94.*
- **Co-operation partner**, see *Section 13.21 Co-operation partner list, page 95.*
- **Subscriber status**, see *Section 13.22 Subscriber status, page 97.*
- **Device template**, see *Section 13.23 Device template, page 98.*
- **Import/Export template**, see *Section 13.24 Import/export template, page 99.*
- **Delete history**, see *Section 13.25 Deleting history, page 99.*

Verification

- **Subscriber data**, see *Section 14.1 Subscriber data, page 101.*
- **Additional data**, see *Section 14.2 Additional data, page 102.*
- **Device data**, see *Section 14.3 Device data, page 103.*
- **Subscriber data list**, see *Section 14.4 Subscriber data list, page 104.*
- **Additional data list**, see *Section 14.5 Additional data list, page 104.*
- **Device data list**, see *Section 14.6 Device data list, page 104.*

Change password and Logout

- See *Section 15.1 Changing a password, Page 105*
- See *Section 15.2 Logout, Page 105*

8.1

View

The data administration view depends on the individual's rights.

The LMS 7 Professional is supplied with three pre-defined rights roles:

- **System administrator**: all rights except alarm handling
- **Data administrator**: data administrator rights
- **Operator**: alarm handling



NOTICE!

The system administrator can set up additional roles; see *Section 13 Administration, Page 71.* Where rights do not exist, certain buttons are greyed out and have no function.

8.2

Search filter

The data administration menu items point to lists of data, e.g. subscriber lists or device lists.

<input type="checkbox"/> From No.	<input type="checkbox"/> To No.	<input type="checkbox"/> Name	<input type="checkbox"/> First name	<input type="checkbox"/> Date of birth	<input type="checkbox"/> Phone	<input type="checkbox"/> Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Special event
<input type="checkbox"/> ZIP	<input type="checkbox"/> City	<input type="checkbox"/> Street	<input type="checkbox"/> No.	<input type="checkbox"/> Criterion	<input type="checkbox"/> Sex	<input type="checkbox"/> Connect
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	female	Red Cross Leonberg

The upper section contains checkboxes for search criteria. This provides you with an option for filtering a search for particular subscribers, devices or locations.

1. Enter the filter criterion in the text field or select a criterion from the list box.
 - Entering filter criteria in both fields "Connect" searches a subscriber connected within a certain time frame.
 - Entering a filter criterion in the first field "Connect" searches a subscriber connected at a certain date.
 - Entering a filter criterion only in the second field is not allowed.
2. Click **Search** or press **Enter**. Only the records that meet the criterion are displayed.
3. To reset the filter, click the **Reset** button.

Additional search functions are:

- the * placeholder. Example: to filter locations that end in "ford", enter *ford.
- the ? placeholder to represent a single character. Example: to search for all subscribers with the names Mayer, Meyer, Meier or Maier, formulate the filter criterion as M??er.

When multiple filter criteria are set, only the records that meet all the filter criteria are displayed. Some fields may be disabled, depending of the organisation the user belongs to.

8.3 Paging/sorting/printing

Subscriber list Total records: 32 Page(s) 1 2

Subscriber No.	Organization	Name	ZIP	City	Street	No.	Criterion	Device No.
3	Organisation A	Afrau, Sabine	70180	Stuttgart	Seestr.	1	A B C	3
4	Organisation A	Bfrau, Maria	70176	Stuttgart	Haufstr.	17	1 2 3	4
5	Organisation A	Cfrau, Claudia	20102	Hamburg	Florianstr.	60	A B C	5
6	Organisation A	Dfrau, Hannelore	87630	Rosenheim	Jahnstr.	9	1 2 3	6
7	Organisation A	Efrau, Anna	10120	Berlin	Eberhardstr.	2	P1 - -	7
8	Organisation A	Gfrau, Johanna	70174	Stuttgart	Asternweg	5b	1 2 3	8
9	Organisation A	Hfrau, Etfriede	70176	Stuttgart	Glasbergstr.	7	1 2 3	9
10	Organisation A	Ifrau, Ingrid	70180	Stuttgart	Seidelbaststr.	1		10
11	Organisation B	Kfrau, Eva	40357	Essen	Im Paradies	3	P1 - -	11
12	Organisation B	Lfrau, Else	80000	München	Schoppenhauerstr.	11	P1 - -	12
13	Organisation B	Mfrau, Luise	80653	München	Bruckbergstr.	50	A B C	13
14	Organisation B	Bmann, Jens	40345	Köln	Rheinstr.	40		14
15	Organisation B	Nfrau, Angelika	70180	Stuttgart	Holbeinweg	13		15
16	Organisation B	Cmann, Fritz	70173	Stuttgart	Haldenweg	5	1 2 3	16
17	Organisation B	Ofrau, Elisabeth	70176	Stuttgart	Gartenstr.	45	1 2 3	17
18	Organisation B	Dmann, Jürgen	73635	Rudersberg	Röntgenstr.	11	1 2 3	18
19	Organisation B	Pfrau, Irmgard	70180	Stuttgart	Heppstr.	66a		19
20	Organisation B	Qfrau, Paula	70173	Stuttgart	Laura-Schradin-Weg	4	1 2 3	20
21	Organisation C	Rfrau, Ina	70176	Stuttgart	Moosburgerstr.	1		21
22	Organisation C	Sfrau, Jutta	70174	Stuttgart	Aalenstr.	20	P1 - -	22

Page(s) 1 2

- To page backwards/forwards, click the corresponding page number.

Use the orange arrows above and below the lists to page forwards or backwards 10 pages at a time. Inactive arrows are displayed in a light pink colour.

Sort the list in ascending or descending order, according to your requirements.

- Click the column title that you wish to search, e.g. City.

The list is now sorted alphabetically according to the subscriber's city.

It is possible to create and print reports.

- To create a PDF document, respectively an XLS file: select PDF respectively XLS from the upper drop-down list and a report from the lower drop-down list. Click on **Print**.
- To export it to a CSV file: select a report with the prefix "CSV:..." in the lower drop-down list. The upper drop-down list becomes grey. Click on **Print**. You will be prompted to save or open the file.
- To print : select a printer from the upper drop-down list and a report from the lower drop-down list. Click on **Print**.

9 Subscriber data

This is used for the administration of subscriber data. You can create new subscriber data records, modify existing subscriber data records or create reports.

9.1 Displaying

Click **Display** once to open the **Subscriber list** and to display all stored subscriber data records.

BOSCH

user2
Organisation Stuttgart

Subscriber Data

Display

Create

Device data

Contacts

History

Administration

Verification

Change Password

Logout

From No. To No. Name First name Date of birth Phone Status

ZIP City Street No. Criterion Sex Connect Organization

Search

Reset

PDF

Subscriber list

Print

Subscriber list

Total records: 32 Page(s) 1 2

Subscriber No.	Organization	Name	ZIP	City	Street	No.	Criterion	Device No.
3	Organisation A	Afrau, Sabine	70180	Stuttgart	Seestr.	1	A B C	3
4	Organisation A	Bfrau, Maria	70176	Stuttgart	Haufstr.	17	1 2 3	4
5	Organisation A	Cfrau, Claudia	20102	Hamburg	Florianstr.	60	A B C	5
6	Organisation A	Dfrau, Hannelore	87630	Rosenheim	Jahnstr.	9	1 2 3	6
7	Organisation A	Efrau, Anna	10120	Berlin	Eberhardstr.	2	P1 - -	7
8	Organisation A	Gfrau, Johanna	70174	Stuttgart	Asterweg	5b	1 2 3	8
9	Organisation A	Hfrau, Elfriede	70176	Stuttgart	Glasbergstr.	7	1 2 3	9
10	Organisation A	Ifrau, Ingrid	70180	Stuttgart	Seidelbaststr.	1		10
11	Organisation B	Kfrau, Eva	40357	Essen	Im Paradies	3	P1 - -	11
12	Organisation B	Lfrau, Else	8000	München	Schoppenhauerstr.	11	P1 - -	12
13	Organisation B	Mfrau, Luise	80653	München	Bruckbergstr.	50	A B C	13
14	Organisation B	Bmann, Jens	40345	Köln	Rheinstr.	40		14
15	Organisation B	Nfrau, Angelika	70180	Stuttgart	Holbeinweg	13		15
16	Organisation B	Omann, Fritz	70173	Stuttgart	Haldenweg	5	1 2 3	16
17	Organisation B	Ofrau, Elisabeth	70176	Stuttgart	Gartenstr.	45	1 2 3	17
18	Organisation B	Dmann, Jürgen	73635	Rudersberg	Röntgenstr.	11	1 2 3	18
19	Organisation B	Pfrau, Irmgard	70180	Stuttgart	Heppstr.	66a		19
20	Organisation B	Ofrau, Paula	70173	Stuttgart	Laura-Schradin-Weg	4	1 2 3	20
21	Organisation C	Rfrau, Ina	70176	Stuttgart	Moosburgerstr.	1		21
22	Organisation C	Sfrau, Jutta	70174	Stuttgart	Aalenstr.	20	P1 - -	22

Page(s) 1 2

The following information is displayed:

Subscriber No

Organisation Co-operation partner to whom the subscriber has been assigned

Name Subscriber name

ZIP Postal code

City Subscriber's city

Street

No House number

Criterion This is an important free-form field that can be used to group subscriber data according to characteristics, e.g. debtor number

Device No The device assigned to the subscriber

9.1.1

Subscriber core data

Should you wish to display the core data for a particular subscriber,

- click the subscriber number required.

A window containing the subscriber core data for the subscriber selected is displayed.

You can use this window to view and modify the data.

Amman, Ferdinand (5)

Subscriber number	5	Title		Additional data Note Location History Key File PDF Subscriber data Print
Name	Amman	First name	Ferdinand	
Street/No.	Untere Gasse 2	ZIP/City	70617 Fel	
Telephone 1		Dial	SMS	
Telephone 2		Dial	SMS	
MobSec phone		Dial	SMS	
MobSec test call interval	No supervision MobSec			
MobSec device protocol				
Date of birth/Sex	10/10/2042	male		
Connected from/to	12/05/2004			
Criteria	ST	PRM	EMS2	
Device number		Device type		
Status: Special event Map: Organization: Red Cross Leonberg				
Last modified by User5, on 08/09/2006 15:14:00				

< Previous Next > << Back Assign Delete Save changes

Saving changes

To save any changes you have made,

- click **Save changes**.

The display returns to the subscriber list and the modified data record is displayed with a coloured background.

Making outgoing phone calls

To make an outgoing phone call,

- click on the **Dial** button next to the phone number.

A corresponding event is then generated in the alarm client, in the upper field of the alarm list. If the phone number was already saved in the subscriber core data, then the generated event will be a *call to subscriber*.

If the phone number was not already saved, e.g. if you first type or modify the phone number and press the **Dial** button before saving the changes, then the event will be an *outgoing call*. For handling of these events, see *Section 5.3 Accepting an alarm, Page 27*.



NOTICE!

To make outgoing phone calls, the user must be logged into the alarm client.

Send outgoing SMS

To send an outgoing SMS,

- click on the **SMS** button next the phone number.

A pop-up box will open. Enter your text and press **send** button. The SMS will be stored in the call history.



NOTICE!

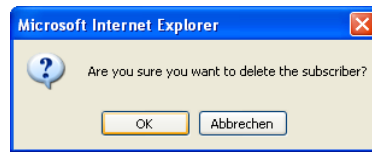
The sending of SMS cannot be performed in the alarm handling user interface.

Deleting a subscriber

You can delete subscriber data records from the database.

1. Click **Delete**.

A confirmation window is displayed:



2. Confirm by clicking **OK**.

The subscriber data record is then deleted from the database.



NOTICE!

If a device is assigned to the subscriber, the subscriber cannot be deleted from the system. A message appears: **Device still assigned**. In this case, first remove the device assignment.

Removing an assignment

If a device is assigned to a subscriber, the button **Unassign** is displayed.

► Click **Unassign** to terminate the assignment of the device for this subscriber.

Assigning a device

If no device is assigned to a subscriber, the **Assign** button is displayed.

1. Click **Assign** to assign a device to the subscriber.

A window containing a list of available devices is displayed:

Bfrau, Maria (4)

From no.	To no.	Stock state	Type	Serial no.	Manufacturer	Organization	Search
		on stock				Dachverband	Reset

<< Back

Device list Total records: 6 **1**

Device	Organization	Stock state	Type	Manufacturer	Serial no.	Assignment	
1	Verband Alpha	on stock	HTS950			Device	Assign
1001	Dachverband	to repair	Bosch HTS3100	BOSCH	173920456	Device	Assign
1002	Dachverband	on stock	Bosch HTS3100	BOSCH	128629817	Device	Assign
1003	Dachverband	at subscriber	HTS3000	BOSCH	129971243	Device	Assign
2000	Verband Beta	on stock defect	Bosch HTS3100	BOSCH	153920018	Device	Assign
3333	Dachverband	on stock	t	t	w	Device	Assign

1

2. From the list box under **Assignment**, select either the device or an RF detector to which the subscriber should be assigned.

3. Click the **Assign** button.

The device entered is now assigned to the subscriber.

The device number for the assigned device is displayed in the subscriber core data.



NOTICE!

When you call up a device for the first time, all devices that do not yet have an assigned subscriber are displayed. You can also use the search function to search for devices to which subscribers have already been assigned.

Back

Return to the subscriber list by clicking **Back**.

Previous/Next

You can use the **Previous** and **Next** buttons to display the subscriber core data for the subscriber with the next highest or next lowest search criterion respectively.

Printing

You can create a PDF or XLS file of the subscriber data, as well as export it to a detailed CSV file, or print it.

- Select an appropriate printing template and printer from the list boxes and click **Print**. See *Section 8.3 Paging/sorting/printing, Page 40*.

9.1.2

Additional data

The structure of the additional data is set up by the call centre service provider.

For information on configuring additional data, please see *Section 14.2 Additional data, page 102* in the "Administration -> Additional data" chapter.

Depending on the current configuration, a window is opened, in which additional data, e.g. medical indications and contact persons, is displayed.

The screenshot displays the Bosch Social Alarm Management System interface. On the left is a sidebar with the Bosch logo and navigation menu items: en, Red Cross Stuttgart, Subscriber Data (selected), Display, Create, Device data, Contacts, History, Administration, Verification, Change Password, and Logout. The main area shows the 'Additional data' form for 'Hfrau, Elfriede (10)'. The form has a header with '<< Back' and 'Save changes' buttons. It contains several sections: Medication, Contract, Insurance (with Email and Open buttons), Helper, Relative, and Neighbour. Each section has input fields for Name, Street / number, ZIP / City, Telephone, Mobile, and Remarks. There are also buttons for 'Email' and 'Link' next to the Insurance section, and an 'Assign' button next to the Relative section.

To modify the additional data,

1. go to the corresponding text field and make the changes. Finally, click **Save changes**.
2. You can undo changes that you have not saved by clicking **Reset**.

Email and URL

When clicking on the button **Email** beside the field of type 'email' in the subscriber additional data or when clicking on the link in the field in the subscriber additional data in the alarm client, the related email program is started.

When clicking on the button **Open** beside the field of type 'URL' in the subscriber additional data or when clicking on the link in the field in the subscriber additional data in the alarm client, a linked webpage or a linked document is opened.

Linking/unlinking

You can link pre-defined data e.g. medical insurance information to a subscriber or cancel an existing link. To do this, select an item from a list of pre-configured data.

1. Click **Link**.

A list box containing pre-defined data opens, from which you can select an item.

You can then save the selected data by

2. clicking **Save**.

To cancel a pre-defined link,

3. click **Unlink**.

To return to the subscriber core data,

4. click **Back**.

9.1.3

Note

The notes can be used for details such as a hospital stay.

To enter a note,

- click **Note**.

The screenshot shows the Bosch Social Alarm Management System interface for a subscriber named X Mann, Helmut (3000). The interface is divided into a sidebar on the left and a main content area. The sidebar contains a 'user2' section with 'Organisation Stuttgart' and a list of navigation options: Subscriber Data (highlighted), Display, Create, Device data, Contacts, History, Administration, Verification, Change Password, and Logout. The main content area has a header with the subscriber's name and three main sections: 'Logout interval' with a checkbox for 'Away reminder' and date/time pickers; 'Follow up' with a dropdown menu, a date/time picker, and a 'Start follow up' button; and 'Note' with a checkbox for 'Note marked' and a large text input field. At the bottom of the main content area, there are buttons for '<< Back' and 'Save changes'. Below the main content area is a table with columns for 'Time', 'User', and 'Note'.

Creating a note

To create a note,

- enter the required text in the text field.

Highlighting a note

You can highlight important notes such as hospital stays. The Note button appears highlighted in red in alarm handling during an incoming call.

- Place a tick in **Note marked**.

Logging in and out

A subscriber is logged out if the **Logout interval** checkbox is active.

- Place a tick in **Logout interval**. You can enter the date of absence in the date fields.



NOTICE!

No logout is created for Carephones.

See the explanation of the away reminder function. *Section 4.6 Subscriber notes, page 21.*

Saving

- You can save the modified dates by clicking **Save changes**.

Back

To return to the subscriber core data,

- click **Back**.

The note history appears below the text window. This contains an archive of every note entry and includes the date, timestamp and user name.

9.1.4**Location**

The **Location** describes the details of the subscriber's place of residence more precisely.

1. Enter a description of the subscriber's place of residence in the text field, e.g. third entrance, then first house on the right.
2. You can save the modified data by clicking **Save changes**.
3. Click **Back** to return to the subscriber core data.

**NOTICE!**

The map information displayed here can be selected from the subscriber core data.

9.1.5**History**

You can display the actions associated with each subscriber by means of **History**.

Time	Alarm	Subscriber Name	Device No.	Actions
04/04/2008 10:10:36	Subscriber data changed	Mr. Mustermann, Peter		
04/04/2008 10:10:11	Subscriber data changed	Mr. Mustermann, Peter		
04/04/2008 10:07:16	Subscriber data changed	Mr. Mustermann, Peter		
04/04/2008 09:28:01	Act. monitor offboundary a. on	Mr. Mustermann, Peter	2000	Dizziness; Specialist doctor alerted
04/04/2008 09:05:05	Act. monitor offboundary a. on	Mr. Mustermann, Peter	2000	Dizziness; Family doctor alerted
04/04/2008 09:04:04	Act. monitor offboundary a. on	Mr. Mustermann, Peter	2000	Subscriber unconscious; Contact person alerted
04/04/2008 09:03:51	Service call	Mr. Mustermann, Peter	2000	Unknown; Remote programming
04/04/2008 09:03:44	Act. monitor offboundary a. on	Mr. Mustermann, Peter	2000	Difficulty to breathe; Family doctor alerted
04/04/2008 09:03:27	Emergency Button	Mr. Mustermann, Peter	2000	Intrusion; Police department alerted
04/04/2008 09:02:01	Emergency Button	Mr. Mustermann, Peter	2000	Combustions; Specialist doctor alerted
04/04/2008 08:39:29	Act. monitor offboundary a. on	Mr. Mustermann, Peter	2000	

1. You can sort the contents of individual columns in ascending or descending order by clicking the table header.
2. Click **Back** to return to the subscriber core data.

Details

To enter the detailed view of a particular event in the history,

- click in the **Time** column on the date/time of day of the alarm whose details you wish to display.

BOSCH

user2

Organisation Stuttgart

▼ Subscriber Data

► Display

► Create

► Device data

► Contacts

► History

► Administration

► Verification

► Change Password

► Logout

Details

Alarm Emergency Button Restore

Time 04/04/2008 09:16:31

Device number 4000

Subscriber Name AMann,Hans

Append action Append action

< Previous Next > << Back

Time	Type	Information
04/04/2008 09:16:22	Telegram detection started	01 01 1
04/04/2008 09:16:27	Protocol type	RB2000 8
04/04/2008 09:16:31	Copy of device core data	4000 BOSCH HTS 300A
04/04/2008 09:16:31	Copy of subscriber core data	4000 AMann Hans Stuttgart Hauptstraße 33 a 7000 M 821 X Y Z
04/04/2008 09:16:35	Line speaking	01 01 3
04/04/2008 09:16:37	Accept request	
04/04/2008 09:16:37	Operator	user2 200 DACH4
04/04/2008 09:16:38	Voice recorder started	
04/04/2008 09:16:39	Line listening	01 01 3
04/04/2008 09:17:24	Call Reason	Dizziness
04/04/2008 09:17:25	Action taken	Specialist doctor alerted
04/04/2008 09:17:26	Actions summary	Dizziness Specialist doctor alerted
04/04/2008 09:17:26	Terminate event request	
04/04/2008 09:17:27	Voice communication ended	01 01 3
04/04/2008 09:17:27	Voice recorder stopped	\\ms5\VoiceRecording\2008\4\4_9_16_36_22D4DB1B-97E2-40D6-B69C-6CD8DCCDD200.wav

< Previous Next > << Back

You can display the device number and/or the subscriber name, depending on the type of event.

Actions

You can append actions after a call has been terminated.

- Enter text in the **Actions** text field and confirm the entry using **Append action**.



NOTICE!

Actions that have been appended cannot be removed from the history.

Previous/Next

- To display the details of the previous or the next event, click **Previous** or **Next**, respectively.

Back

- To return to the history, click **Back**.

9.1.6

Keys

This allows you to administer the key slot allocation and the checking in/out of keys.

The screenshot shows the Bosch Social Alarm Management System 7 Professional interface. On the left is a navigation menu with the following items: user2, Organisation Stuttgart, Subscriber Data (selected), Display, Create, Device data, Contacts, History, Administration, Verification, Change Password, and Logout. The main area displays the 'X Mann, Helmut (3000)' subscriber profile. It contains a table with the following fields: Keysafe (Key at the social center), Status (No key management), Checked out date, Key note, Slot (4), and Key given to (Maier, Klaus). At the bottom right of the table are two buttons: '<< Back' and 'Start key management'.

Subscribers' keys can be stored in safes.

Starting key management

1. Select the keysafe from the list box.
- The system suggests the next available key slot in the safe. You also have the option to enter a key slot manually.
2. Enter a free key slot.
3. Enter a note where necessary.
4. Click **Start key management**.
5. Store the key in the corresponding location in the safe entered.

Checking in keys

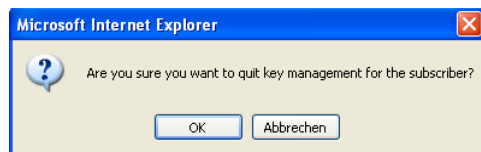
1. Place the key in its original location in the safe again.
2. Click **Check in**.
3. The key is now stored again and can be requested in an emergency, for example.

Checking out keys

1. Enter the name of the person to whom the key is being issued in the **Key given to** text field.
2. Click **Check out**. The date and time of checkout is recorded in the field **Checked out date**.
3. Remove the key from the safe.

Quitting key management

1. Click **Quit key management**.
- A confirmation window is displayed:



2. Confirm by clicking **OK**.



NOTICE!

To quit key management, the key must be in **Checked out** status.

9.1.7

File

This allows you to save files such as service contracts in the database.

1. Click **Add file**.

The following window appears:

2. Click the **Browse** button.
Search for the file that you wish to upload.
3. Enter a description in the text field.
4. Click **Upload**.

The file can now be called up by clicking the file name.

You have the option to store multiple files in the system.

**NOTICE!**

The files are stored in the database. The size of the files is limited to 500 KB.

Deleting a file

To delete a file,

- click the **Delete** button.

Back

To return to the subscriber core data,
click **Back**.

9.2 Creating new subscriber data records

Clicking **Create** opens the blank subscriber core data template.

- Enter the new subscriber data. All fields highlighted in yellow are mandatory. The fields highlighted in white are optional. Mandatory fields are configured by the system administrator; see *Section 13.20 Mandatory field, page 94*.

Sub. no.	Subscriber number. The first free number is automatically suggested.
Title	Subscriber's title, e.g. Dr or Prof
Name	Subscriber's surname
First name	Subscriber's first name
Street/no.	Subscriber's street and house number
ZIP/City	Postal code and location
Telephone 1	Telephone number
Telephone 2	Spare telephone number
MobSec phone	Mobility Security telephone number
MobSec test call interval	Interval between test calls from a Mobile Security phone (e.g. Doro Secure phones) or other MobSec devices (Geocare, Neat Nemo)
MobSec device protocol	Choose the device and protocol through which the Mobile Security device will communicate.
Born	Date of birth
Gender list box	Subscriber's gender. The gender Unknown is generally used for subscribers that are not individual persons, such as residents of shared accommodation.
Status list box	You can select the subscriber status from a list.
Connected from/to	Period of time for which the subscriber is connected to the call centre.
Map list box	Selection of the map to be displayed under Location
Criterion	Free-form field in three groups, e.g. debtor number.
Organisation	Depends on the rights of the operator currently logged in: <ul style="list-style-type: none"> - As the processor for a particular organisation, e.g. Organisation A, only this organisation (Organisation A) can be selected. - As the processor in the LMS 7 call centre, the organisation to which the subscriber belongs can be selected.

- Click **Create subscriber**.

The database prevents double subscriber numbers within a co-operation partner.

The Note, Location, Additional data, History and Key buttons are only activated once the subscriber core data has been created.

To **make an outgoing phone call or send an outgoing SMS**, see *Section 9.1.1 Subscriber core data, Page 42*.

10 Device data

This is used for the administration of device data. You can create new device data records, modify existing device data records or create reports.

10.1 Displaying

Click **Display** to open the device list containing all saved device data records.

BOSCH user2
Organisation Stuttgart

Search
Reset
PDF
Device list
Print

From No. To No. Organization Manufacturer Type

Driver SW version Serial No. RF Type RF Serial No.

Device list Total records: 35

Device No.	Organization	Manufacturer	Type	Driver	SW version	Serial No.	Subscriber No.
21	Organisation C						21
22	Organisation C						22
23	Organisation C						23
24	Organisation C						24
25	Organisation C						25
26	Organisation C						26
27	Organisation C						27
28	Organisation C						28
29	Organisation C						29
30	Organisation C						30
1000	Organisation A	BOSCH	HTS3100	HTS 3100	92.23	4048738912	1000
2000	Organisation B	BOSCH	HTS3100	HTS 3100	92.24	4038917143	2000
3000	Organisation C	BOSCH	HTS3100	HTS 3100	92.23	4048737420	3000
4000	Organisation A	BOSCH	HTS 300A	HTS 3000A			4000
5000	Organisation A	BOSCH	HTS52	HTS 52	11.02	4369200055	

The following information is displayed:

Device No	
Organisation	Co-operation partner to whom the device is assigned
Manufacturer	Device manufacturer
Type	Device type
Driver	Device driver - if an entry from the list box is selected, special functions for the device are supported. If the entry is blank, a default setting is used.
SW version	Software version of the device
Serial number	Serial number of the device
Subscriber	Subscriber to whom the device is assigned

Printing

You can create a PDF or XLS file of the device data, as well as export it to a detailed CSV file, or print it.

- Select an appropriate printing template and printer from the list boxes and click **Print**. See Section 8.3 *Paging/sorting/printing, Page 40*.

To display the device core data for a particular device,

- click the corresponding device number.

10.1.1

Device core data

This displays detailed information about a particular device.

Assigned device

The lower section of the device core data displays the subscriber to whom the device is assigned. A device can be assigned to multiple subscribers.



NOTICE!

Assigning subscribers and releasing assignments can be performed under Subscriber administration.

Previous/Next

You can use the **Previous** and **Next** buttons to display device core data with the next highest and next lowest search criterion respectively.

Back

- Click **Back** to move to the device list.

Deleting a device

You can delete devices from the database.

1. Click **Delete device**.
2. Confirm by clicking **OK**.

The device is now deleted from the database.



NOTICE!

If the device is assigned to a subscriber, the device cannot be removed from the system. In this case, you must first remove the device assignment in the subscriber data record.

Saving changes

To save any changes you have made,

- click **Save changes**.

The display returns to the device list and your changes are incorporated. The edited list entry is displayed with a coloured background.

Note

To enter a note,

1. click **Note**.

The notes can be used to record special details, e.g. "Scratch on the device".

2. Enter your note in the text field and confirm the entry using **Save changes**.

The view returns to the device core data.

If you do not wish to save the note,

3. click **Back**.

The history of all device notes is displayed below the text window.

10.1.2

History

You can display the corresponding actions for the device with the history.

Time	Alarm	Subscriber Name	Device No.	Actions
04/04/2008 10:19:04	Device data changed		1000	
04/04/2008 10:18:24	Device data changed		1000	
04/04/2008 10:17:43	Device data changed		1000	
04/04/2008 09:02:18	Emergency Button	Ms. Musterfrau, Gabriele	1000	Difficulty to breath,Ambulance alerted
04/04/2008 08:45:31	Test call	Ms. Musterfrau, Gabriele	1000	Unknown,Testcall - Ok
04/04/2008 08:42:11	Emergency Button	Ms. Musterfrau, Gabriele	1000	Social call,Help is needed
04/04/2008 08:39:34	Emergency Button	Ms. Musterfrau, Gabriele	1000	
03/04/2008 20:09:59	Act. monitor offboundary a. on	Ms. Musterfrau, Gabriele	1000	
03/04/2008 20:07:51	Emergency Button	Ms. Musterfrau, Gabriele	1000	
03/04/2008 20:02:57	Emergency Button	Ms. Musterfrau, Gabriele	1000	
03/04/2008 16:30:14	Device data changed		1000	
03/04/2008 16:30:11	Device data changed		1000	
03/04/2008 16:30:09	Device data changed		1000	
03/04/2008 16:30:05	Device data changed		1000	
03/04/2008 16:30:02	Device data changed		1000	
03/04/2008 16:30:00	Device data changed		1000	

1. You can sort the contents of individual columns in ascending or descending order by clicking the table header.
2. Click **Back** to return to the device core data.

Details

To enter the detailed view of a particular event in the history,

- click in the **Time** column on the date/time of day of the event whose details you wish to display.

user2
Organisation Stuttgart
Subscriber Data
Device data
Display
Create
Analysis
Contacts
History
Administration
Verification
Change Password
Logout

Details

Alarm	Emergency Button	Restore	PDF
Time	04/04/2008 09:02:18		Call details
Device number	1000		Print
Subscriber Name	Musterfrau, Gabriele		
Append action			

Append action

< Previous Next > << Back

Time	Type	Information
04/04/2008 09:02:09	Telegram detection started	01 01 1
04/04/2008 09:02:14	Protocol type	RB2000 4
04/04/2008 09:02:14	Driver type	HTS 3100
04/04/2008 09:02:18	Copy of device core data	1000 BOSCH HTS3100 4048738912 92.23
04/04/2008 09:02:18	Copy of subscriber core data	1000 Musterfrau Gabriele Stuttgart Luisenweg 20 70173 F 1 2 3
04/04/2008 09:02:22	Line speaking	01 01 3
04/04/2008 09:02:52	Accept request	
04/04/2008 09:02:52	Operator	user2 200 DACH4
04/04/2008 09:02:53	Voice recorder started	
04/04/2008 09:02:54	Line listening	01 01 3
04/04/2008 09:02:54	Call Reason	Difficulty to breath
04/04/2008 09:02:55	Action taken	Ambulance alerted
04/04/2008 09:02:56	Actions summary	Difficulty to breath Ambulance alerted
04/04/2008 09:02:56	Terminate event request	
04/04/2008 09:02:56	Adjust timer	
04/04/2008 09:02:57	Voice recorder stopped	\\ms5\VoiceRecording\2008\4\4_9_2_51_64300900-DEDA-434D-A480-776A81C4E6BB.wav
04/04/2008 09:03:05	Voice communication ended	01 01 3

< Previous Next > << Back

Actions

You can append actions after a call has been terminated.

- Enter text in the **Append action** text field and confirm the entry by clicking **Append action**.



NOTICE!

Actions that have been appended cannot be modified or removed from the history.

Previous/Next

- To display the details of the previous or the next event, click **Previous** or **Next**, respectively.

Back

To return to the history,

- click **Back**.

10.1.3

Programming

Here you can display programming data, e.g. for a Bosch Carephone 62/61. You can modify device parameters at this point. Refer to the user or programming manual of the particular device for the relevant parameters. Remote programming can be performed during alarm handling; see *Section 6 Device functions, page 31*.

Back

Return to the device core data by clicking **Back**.

Copying data

You can select a pre-defined programming data record and adopt this record for the current device.

1. Select a programming data record from the list box.
2. Click **Copy data**.

The data is now assigned to the device and can be customised if necessary.

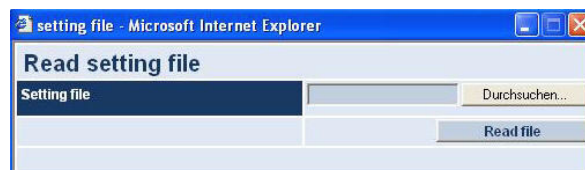
You can create a programming data record in Administration; see *Section Adding a device template, page 98*.

Read from file/ Write to file

(only available in case of Carephones with a microSD card support)

You can read the device parameters from a setting file:

- Select **Read from file** and choose in the popup window the setting file from the hard disc or the microSD card.
- Click on **Read file** in popup window.



You can write the device parameters to a setting file:

- Select **Write to file** and define the name and path of the setting file.
- Save the file.

Remote programming request

Select **Yes** in the **Remote programming request** to ensure that the **Device data** button appears red in Alarm administration. This can be useful for alerting an operator to possible changes in the device data, for example.

To make additional information visible to the operator during alarm handling,

1. place a tick in **Job**.
2. Enter your information in the text field.

The operator can view the text by clicking the **Note** button.

The programming data view is dependent on the device driver in each case.

The programming data can be divided into the following sub areas. Depending on the Carephone you are using, the set of parameters is different. Hereafter are examples for a Bosch Carephone 62:

- Call targets
 - Extended
 - Function assignment
 - General
 - IP/GSM module
 - Professional
 - RF detector
1. Select the appropriate parameters from the checkboxes and list boxes or complete the text fields.



NOTICE!

See the programming documents for each device for explanations.

2. Finally, click **Save changes**.

Call targets

BOSCH HTS 62 A0.09 (1250)

User3
Red Cross Stuttgart

Subscriber Data
Device data
Display
Create
Analysis
Contacts
History
Administration
Verification
Change Password
Logout

Remote programming request: No
Last remote programming/Last remote request: 14/10/2013 15:48:34, 14/10/2013 15:47:44

Call targets
Extended
Function assignment
General
IP/GSM module
Professional
RF detector

Destination number 1: 212161129034
Protocol: Monitoring centre (RBIP protocol)
Media: LAN

Destination number 2:
Protocol:
Media: PSTN

Destination number 3:
Protocol:
Media: PSTN

Destination number 4:
Protocol:
Media: PSTN

Destination number 5:
Protocol:
Media: PSTN

<< Back Save changes
Copy data
Read file
Write file


- Enter the call number(s) and select **Receiver** or **Phone** as the target.
- This allows you to enter general programming data.

Extended

User3				<< Back		Save changes	
Red Cross Stuttgart		Remote programming request	No	Last remote programming/Last remote request			
▶ Subscriber Data							
▶ Device data							
▶ Display							
▶ Create							
▶ Analysis							
▶ Contacts							
▶ History							
▶ Administration							
▶ Verification							
▶ Change Password							
▶ Logout							
		Call targets	Extended	Function assignment	General	IP/GSM module	Professional
		Waiting time for repeated emergency call		0			
		Callback waiting time		0			
		Number of announcements when calling a telephone		2			
		Incoming call recognition		Off			
		Action button		Off			
		Activate output		Off			
		Assign input		External input			
		Input is		Normally open contact (closing)			
		Individual PIN code		246810			
		Acoustical feedback for technical failures		On			
		Pre-alarm time		10			
		Confirmation with call		<input type="checkbox"/>			
		Presence marking - service done		<input type="checkbox"/>			
		CPC Adaptation		<input type="checkbox"/>			
							<< Back
							Save changes

► Select the extended programming data here.

Function assignment


BOSCH

HTS62 (62)

User3

Red Cross Stuttgart

Subscriber Data

Device data

Display

Create

Analysis

Contacts

History

Administration

Verification

Change Password

Logout

<< Back

Save changes

Remote programming request

No

Last remote programming/Last remote request

Job ☒

Copy data

Read file

Write file

Call targets	Extended	Function assignment	General	IP/GSM module	Professional	RF detector
Wireless Transmitter		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				
Emergency call		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				
Fire / intrusion		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				
Repeated emergency call and local confirmation		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				
Sign in / sign out		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				
Service call / direct call		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				
Technical messages 1		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				
Technical messages 2		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				
Registration call / presence marking, service done		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				

<< Back

Save changes

- Assign a call number to the individual call triggers.

General

HTS62 (62)

Remote programming request: No Last remote programming/Last remote request:

Job ☒

<< Back Save changes

Copy data

Read file

Write file

Call targets

Extended

Function assignment

General

IP/GSM module

Professional

RF detector

Radio jamming	<input type="checkbox"/>	
Radio transmission monitoring	<input type="checkbox"/>	
Call forwarding	Forwarding to another number	
Device number	1248	
Sign in / sign out	<input type="checkbox"/>	
Call progress tones audible	<input type="checkbox"/>	
Speak/Listen command audible	<input checked="" type="checkbox"/>	
Activity monitor hours	Off	
Activity monitor minutes	0	
Start time 1 in 15 minutes intervals	00:00	
End time 1 in 15 minutes intervals	00:00	
Start time 2 in 15 minutes intervals	00:00	
End time 2 in 15 minutes intervals	00:00	
Default volume	4	
Max	6	
Min	2	
Automatic test call interval (days)	0	

<< Back Save changes

IP/GSM module

HTS 62 A0.09 (2000)

Remote programming request: No Last remote programming/Last remote request: 06/11/2013 13:57:35 06/11/2013 13:56:53

Job ☐

<< Back Save changes

Copy data

Read file

Write file

Call targets

Extended

Function assignment

General

IP/GSM module

Professional

RF detector

DHCP (IP module)	<input checked="" type="checkbox"/>	
IP Address (IP module)	192168001100	
IP subnet mask (IP module)	255255255000	
Gateway (IP module)	192168001001	
Automatic test call interval hours (IP/GSM module)	10	
Phone number of GSM module (without country code)		
SIM card PIN Code (GSM module)		
APN Code (GSM module)	0	
Auto provider selection (GSM module)	<input checked="" type="checkbox"/>	

<< Back Save changes

- You can select or enter the settings specific to the IP Module and the GSM Module.

Professional

► You can select or enter the language and other functions here.

RF detector

1. Assign a call trigger to the RF detectors.
2. Assign a call number to the RF detectors.

10.1.4

RF detector

To add, modify or delete RF pendants,

- click **RF detector**.

The screenshot shows the Bosch HTS 62 A0.09 (1250) interface. On the left is a navigation menu with the following items: user2, Organisation Stuttgart, Subscriber Data, Device data (selected), Display, Create, Analysis, Contacts, History, Administration, Verification, Change Password, and Logout. The main area is titled 'HTS 62 A0.09 (1250)' and contains a section for 'RF detector'. This section has a table with columns: Number, Serial number, Type, Manufacturer, Battery change, and Battery type. Below the table is a 'Delete' button. Above the table are buttons for '<< Back', 'Add', and 'Save changes'. Below the table are buttons for '<< Back', 'Add', and 'Save changes'.

These could be sensors, e.g. a smoke detector that is assigned to this device.

Adding a detector

1. Click **Add**.

A new row of text fields is displayed.

2. Complete the fields.

Deleting a detector

To delete a particular RF pendant,

- click **Delete**.

Saving changes

You can save your changes by clicking **Save changes**.

Back

Return to the device core data by clicking **Back**.

10.2 Creating new device data records

Clicking **Create** opens the blank device core data template. You can now create new device data records.

1. Enter the new device data.

All fields highlighted in yellow are mandatory fields and must be completed. The fields highlighted in white are optional fields and may be completed.

Device number	The number of the device is automatically suggested, can be overwritten.
CLID	Call number for the device
Type	Device type, e.g. HTS52
Manufacturer	Device manufacturer
Battery replacement	Next planned battery replacement
Battery type	Battery type, e.g. NiCd
Serial number	The serial number is indicated on the device
HW/SW Version	Hardware and software version of the device
Device driver	indicate the driver of the device
Connectivity	This value covers the currently used interfaces (type of used equipment) and the type of corresponding connection
Acquired on	Device purchase date
Leasing from/to	Start and end of the leasing period
Organisation	Co-operation partner to whom the device is assigned
Owner	Device owner
Stock state	Device state, e.g. to repair
Repair from/to	Repair time period
Technical status	Display of the technical status of the device, e.g. Device OK
Call trigger	Technical alarm
Test call monitored	Decision as to whether monitoring of incoming test calls for the device should be performed.
Test call interval	Next expected test calls
Test call last/next	Timestamp of last and next test call. Automatically entered.

► Click **Create device**.

The device is now created in the LMS 7.

**NOTICE!**

Device numbers of Carephones with IP module or with GSM module must be unique over all co-operation partners because the organisation name is not transmitted in the alarm message and no co-operation partner assignment is possible for IP/GPRS alarm messages.

10.3**Analysis**

You can check and edit the technical device status of individual Carephones by using **Device data -> Analysis**.

BOSCH

user2
Organisation Stuttgart

Subscriber Data
Device data
Display
Create
Analysis
Contacts
History
Administration
Verification
Change Password
Logout

☒ Status ☐ From No. ☐ To No. ☐ Organization ☒ Manufacturer

Device OK Organisation A BOSCH

☐ Type Serial No. SW version Call trigger

Search
Reset
PDF
Technical alarm ma
Print

Device list Total records: 5

Device No.	Organization	Status	Subscriber No.	Manufacturer	Type	Serial No.	SW version	Call trigger
1000	Organisation A	Device OK		BOSCH	HTS3100	4048738912	92.23	
2000	Organisation B	Device OK	2000	BOSCH	HTS3100	4038917143	92.24	
3000	Organisation C	Device OK	3000	BOSCH	HTS3100	4048737420	92.23	
4000	Organisation A	Device OK	4000	BOSCH	HTS 300A			
5000	Organisation A	Device OK		BOSCH	HTS52	4369200055	11.02	

New problem Maintenance call Planned repair Immediate repair

The devices are normally in **Device OK** status.

If a problem occurs in the device, causing a technical message, the status of the device changes to **New problem**.

To display all devices in **New problem** status,

1. select the search criterion **New problem** in the **Status** list box.
2. Click **Search**.

All devices with **New problem** status are displayed.

Maintenance call

The subscriber can be requested to trigger a maintenance call in order to analyse a device problem. Depending on the result, a decision can then be made as to how the device problem is to be handled further.

The device is transferred to the corresponding status by using one of the following buttons.

Planned repair

The device must be repaired at the next inspection or exchanged.

Immediate repair

The device at the subscriber's property must be repaired or exchanged immediately.

Device OK

The device is functioning correctly.

11 Contact handling

Click on **Contacts**.

Making outgoing phone calls

- To make an outgoing phone call, click on the **highlighted phone number**. A corresponding event is then generated in the alarm client, in the upper field of the alarm list. The event will be a *call to support services*. See [Section 5.3 Accepting an alarm, Page 27](#).



NOTICE!

To make outgoing phone calls, the user must be logged into the alarm client.

Printing

You can create a PDF or XLS file of the contact data, or print it.

- Select an appropriate printing template and printer from the list boxes and click **Print**. See [Section 8.3 Paging/sorting/printing, Page 40](#).

11.1 Creating a new contact

Click on **Add**. Select a pre-defined category or create a new one.

Fill in the mandatory field **Name** and, if you wish, the other details of the address.

Click on **Create**.

Making outgoing phone calls

- To make an outgoing phone call, click on the **Dial** button behind the phone number. A corresponding event is then generated in the alarm client, in the upper field of the alarm list. The event will be an *outgoing call*. See [Section 5.3 Accepting an alarm, Page 27](#).



NOTICE!

To make outgoing phone calls, the user must be logged into the alarm client.

11.2 Modifying and deleting a contact

Press the ... button. Any field can be changed. You can also delete the contact.

11.3 Assigning a contact

Go in the **Subscriber** menu, and **Display** sub-menu.

Select a subscriber in the list and go into **additional data**.

Click on **assign**.

You can select a contact category in the **category** drop-down list, you will see the contact list in the subscriber menu.

When you click on the link **name of the contact**, the contact is selected to assignment.

11.4 Additional functionality during assigning a contact: changing the contact details

Press the ... button of the contact and make your changes, while still in the subscriber menu.

11.5 Additional functionality during assigning a contact: creating a new contact

Click on **Add** and create the new contact, while still in the subscriber menu.



NOTICE!

During this type of assignment, you cannot delete a contact.

11.6 Assigning a subscriber as contact

Go in the **Subscriber** menu, and **Display** sub-menu.

Select a subscriber in the list and go into **additional data**.

Click on **assign**.

You can select a subscriber category in the **category** drop-down list and search, you will see the subscriber list.

When you click on the link **name of the subscriber**, the contact is selected. Appearance of this function depends on the configuration of the system.

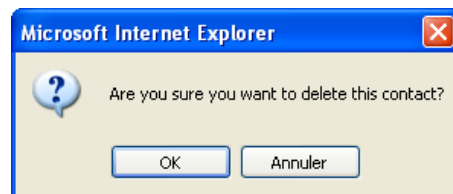


NOTICE!

During this type of assignment, you cannot change or create a subscriber.

11.7 Deleting a contact already assigned

If you want to delete a contact already assigned, a hint will pop up.



12

History

You can use the history to display events logged for the LMS 7.



The history is divided into the following sub-categories:

- Current call events
- Alarm events
- Key events
- Reminder events
- Warning events
- Administration events
- System events
- All events

The technical alarm events contained in the alarm events can be separated into a specific sub-category. Contact your local support to obtain this configuration.

Printing

You can print the history.

Select the appropriate printing template and printer from the list boxes, and click **Print**.

Details

To view details of an event,

- click in the **Time** column on the date/time of day of the event whose details you wish to display.

user2
Organisation Stuttgart
Subscriber Data
Device data
Contacts
History
Current call events
Alarm events
Key events
Reminder events
Warning events
Administration events
System events
All events
Administration
Verification
Change Password
Logout

Details

Alarm	Emergency Button	Restore	PDF
Time	04/04/2008 09:09:44		Call details
Device number	4000		Print
Subscriber Name	AMann,Hans		
Append action			Append action

Time	Type	Information
04/04/2008 09:09:35	Telegram detection started	01 01 1
04/04/2008 09:09:40	Protocol type	RB2000 8
04/04/2008 09:09:44	Copy of device core data	4000 BOSCH HTS 300A
04/04/2008 09:09:44	Copy of subscriber core data	4000 AMann Hans Stuttgart Hauptstraße 33 a 7000 M 821 X Y Z
04/04/2008 09:09:47	Line speaking	01 01 3
04/04/2008 09:09:50	Accept request	
04/04/2008 09:09:50	Operator	user2 200 DACH4
04/04/2008 09:09:51	Voice recorder started	
04/04/2008 09:09:52	Line listening	01 01 3
04/04/2008 09:12:31	Call Reason	Difficulty to breath
04/04/2008 09:12:31	Action taken	Ambulance alerted
04/04/2008 09:12:33	Actions summary	Difficulty to breath Ambulance alerted
04/04/2008 09:12:33	Terminate event request	
04/04/2008 09:12:33	Voice communication ended	01 01 3
04/04/2008 09:12:34	Voice recorder stopped	\\ms5\VoiceRecording\2008\4\4_9_9_49_BB66483E-E8DC-4777-977E-C4DC52139382.wav

You can display the device number and/or the subscriber name, depending on the type of event.

For additional information on a device or subscriber,

- click the device number or the subscriber name. This will take you to **Device** or **Subscriber** administration.

Actions

You can append actions.

- Enter text in the **Append action** text field and confirm by clicking **Append action**. Actions that have been appended cannot be modified or removed from the history.

Previous/Next

- To display the details of the previous or the next event, click **Previous** or **Next**, respectively.

Back

- To return to the main history categories, click **Back**.

Restore

All history entries have a restore button to restore the event in alarm client, always without Speak/Listen.

12.1 Current call events

You can display the current day's alarm-related events using **History** -> **Current call events**

In case of incoming and outbound calls and if the number of this call is known, this number is stored instead of the device number.

BOSCH user2 Organisation Stuttgart

Subscriber Data
Device data
Contacts
History
Current call events
Alarm events
Key events
Reminder events
Warning events
Administration events
System events
All events
Administration
Verification
Change Password
Logout

Date/Time from: Date/Time to: Device No.: Alarm: Accept request

Subscriber Name: Information: Device organization: Subscriber organization: Organisation A

History Total records:19 Page(s) 1

Time	Alarm	Subscriber Name	Device No.	Actions
04/04/2008 09:16:31	Emergency Button	Mr. Ämann, Hans	4000	Dizziness;Specialist doctor alerted
04/04/2008 09:09:44	Emergency Button	Mr. Ämann, Hans	4000	Difficulty to breath;Ambulance alerted
04/04/2008 09:05:05	Act. monitor offboundary a. on	Mr. Mustermann, Peter	2000	Dizziness;Family doctor alerted
04/04/2008 09:04:04	Act. monitor offboundary a. on	Mr. Mustermann, Peter	2000	Subscriber unconscious;Contact person alerted
04/04/2008 09:03:51	Service call	Mr. Mustermann, Peter	2000	Unknown;Remote programming
04/04/2008 09:03:44	Act. monitor offboundary a. on	Mr. Mustermann, Peter	2000	Difficulty to breath;Family doctor alerted
04/04/2008 09:03:27	Emergency Button	Mr. Mustermann, Peter	2000	Intrusion;Police department alerted
04/04/2008 09:02:22	Emergency Button	Mr. Mustermann, Peter	5000	Intrusion;Police department alerted
04/04/2008 09:02:21	Emergency Button	Mr. Ämann, Hans	4000	Subscriber has fallen;Ambulance alerted
04/04/2008 09:02:18	Emergency Button	Ms. Musterfrau, Gabriele	1000	Difficulty to breath;Ambulance alerted
04/04/2008 09:02:07	Act. monitor offboundary a. on	Mr. Dr. XMann, Helmut	3000	Social call;Social call / No action necessary
04/04/2008 09:02:01	Emergency Button	Mr. Mustermann, Peter	2000	Combustions;Specialist doctor alerted
04/04/2008 08:45:31	Test call	Ms. Musterfrau, Gabriele	1000	Unknown;Testcall - Ok
04/04/2008 08:42:11	Emergency Button	Ms. Musterfrau, Gabriele	1000	Social call;Help is needed
04/04/2008 08:42:00	Emergency Button	Mr. Ämann, Hans	4000	Social call;Family doctor alerted

12.2 Alarm events

You can display alarm events that were triggered by devices using **History** -> **Alarm events**.

Both alarms with a speak/listening connection and those without a speak/listening connection are displayed.

BOSCH user2 Organisation Stuttgart

Subscriber Data
Device data
Contacts
History
Current call events
Alarm events
Key events
Reminder events
Warning events
Administration events
System events
All events
Administration
Verification
Change Password
Logout

Date/Time from: Date/Time to: Device No.: Alarm: Accept request

Subscriber Name: Information: Device organization: Subscriber organization: Organisation A

History Total records:93 Page(s) 1 2 3 4


Time	Alarm	Subscriber Name	Device No.	Actions
04/04/2008 09:16:31	Emergency Button	Mr. Ämann, Hans	4000	Dizziness;Specialist doctor alerted
04/04/2008 09:09:44	Emergency Button	Mr. Ämann, Hans	4000	Difficulty to breath;Ambulance alerted
04/04/2008 09:05:05	Act. monitor offboundary a. on	Mr. Mustermann, Peter	2000	Dizziness;Family doctor alerted
04/04/2008 09:04:04	Act. monitor offboundary a. on	Mr. Mustermann, Peter	2000	Subscriber unconscious;Contact person alerted
04/04/2008 09:03:51	Service call	Mr. Mustermann, Peter	2000	Unknown;Remote programming
04/04/2008 09:03:44	Act. monitor offboundary a. on	Mr. Mustermann, Peter	2000	Difficulty to breath;Family doctor alerted
04/04/2008 09:03:27	Emergency Button	Mr. Mustermann, Peter	2000	Intrusion;Police department alerted
04/04/2008 09:02:22	Emergency Button	Mr. Mustermann, Peter	5000	Intrusion;Police department alerted
04/04/2008 09:02:21	Emergency Button	Mr. Ämann, Hans	4000	Subscriber has fallen;Ambulance alerted
04/04/2008 09:02:18	Emergency Button	Ms. Musterfrau, Gabriele	1000	Difficulty to breath;Ambulance alerted
04/04/2008 09:02:07	Act. monitor offboundary a. on	Mr. Dr. XMann, Helmut	3000	Social call;Social call / No action necessary
04/04/2008 09:02:01	Emergency Button	Mr. Mustermann, Peter	2000	Combustions;Specialist doctor alerted
04/04/2008 08:45:31	Test call	Ms. Musterfrau, Gabriele	1000	Unknown;Testcall - Ok

The technical alarm events contained in the alarm events can be separated into a specific sub-category. Contact your local support to obtain this configuration.

- Subscriber Data
- Device data
- Contacts
- History
 - Current call events
 - Alarm events
 - Technical alarm events
 - Key events
 - Reminder events
 - Warning events
 - Administration events
 - System events
 - All events

12.3 Key events

You can display all key-related events, such as checking out and checking in of keys using **History -> Key events**.


BOSCH

User3
Organisation Stuttgart

- Subscriber Data
- Device data
- Contacts
- History
 - Current call events
 - Alarm events
 - Key events
 - Reminder events
 - Warning events
 - Administration events
 - System events
 - All events
- Administration
- Verification
- Change Password
- Logout

Date/Time from
Date/Time to
Device No.
Alarm
Accept request

Subscriber Name
Information
Device organization
Subscriber organization
Organisation Leonberg
Organisation Leonberg


Search
Reset
PDF
Call summary
Print

History
Total records:24
Page(s) 1

Time	Alarm	Subscriber Name	Device No.	Actions
28/01/2008 11:32:39	Start key management	Mr. Amman, Ferdinand		
28/01/2008 11:32:47	Key checked in	Mr. Amman, Ferdinand		
28/01/2008 11:32:56	Key checked out	Mr. Amman, Ferdinand		
28/01/2008 11:33:50	Key checked in	Mr. Amman, Ferdinand		
28/01/2008 11:34:00	Key checked out	Mr. Amman, Ferdinand		
28/01/2008 15:56:36	Start key management	Jfrau, Lydia		
08/02/2008 09:48:01	Start key management	Ms. Ofrau, Elisabeth		
08/02/2008 09:48:05	Key checked in	Ms. Ofrau, Elisabeth		
08/02/2008 09:48:11	Key checked out	Ms. Ofrau, Elisabeth		
08/02/2008 09:48:15	Quit key management	Ms. Ofrau, Elisabeth		
08/02/2008 11:00:19	Start key management	Mr. Bmann, Jens		
08/02/2008 11:00:22	Key checked in	Mr. Bmann, Jens		
08/02/2008 11:00:26	Key checked out	Mr. Bmann, Jens		

12.4 Reminder events

You can display all events that were triggered through the reminder function using **History -> Reminder events**. This could be a reminder of a subscriber's birthday, for example.


BOSCH

User3
Organisation Stuttgart

- Subscriber Data
- Device data
- Contacts
- History
 - Current call events
 - Alarm events
 - Key events
 - Reminder events
 - Warning events
 - Administration events
 - System events
 - All events
- Administration
- Verification
- Change Password
- Logout

Date/Time from
Date/Time to
Device No.
Alarm
Accept request

Subscriber Name
Information
Device organization
Subscriber organization
Organisation Leonberg
Organisation Leonberg

Search
Reset
PDF
Call summary
Print

History
Total records:463
Page(s) 11 12 13 14 15 16 17 18 19

Time	Alarm	Subscriber Name	Device No.	Actions
30/01/2008 14:11:11	Away overdue	Sid, sid		
30/01/2008 14:11:11	Away overdue	Jfrau, Lydia		
30/01/2008 13:58:46	Away overdue	Ms. Dimler, Dznler		
30/01/2008 13:54:45	Away overdue	Ms. Dimler, Dznler		
30/01/2008 09:29:53	Birthday reminder	Ms. Nfrau, Angelika		
30/01/2008 09:24:52	Birthday reminder	Ms. Nfrau, Angelika		
30/01/2008 09:19:51	Birthday reminder	Ms. Nfrau, Angelika		
29/01/2008 15:54:24	Away overdue	Jfrau, Lydia		
28/01/2008 16:59:10	Away overdue	Mr. Mustermann, Peter		
27/01/2008 18:00:53	Birthday reminder	Ms. Nfrau, Angelika		
26/01/2008 18:00:37	Birthday reminder	Ms. Ofrau, Paula		
25/01/2008 18:00:19	Birthday reminder	Ms. Gfrau, Johanna		
25/01/2008 17:33:25	Birthday reminder	Ms. Gfrau, Johanna		

12.5 Warning events

You can display events that were caused by external situations, e.g. an alarm from a device with an unknown device number, using **History** -> **Warning events**.

user2
Organisation Stuttgart

- Subscriber Data
- Device data
- Contacts
- History
 - Current call events
 - Alarm events
 - Key events
 - Reminder events
 - Warning events
 - Administration events
 - System events
 - All events
 - Administration

Date/Time from

Date/Time to

Device No.

Alarm

Subscriber Name

Information

Device organization

Subscriber organization

Search

Reset

PDF

Call summary

Print

History

Total records:2

Page(s) 1

Time	Alarm	Subscriber Name	Device No.	Actions
03/04/2008 15:00:01	Missing test call		1	
03/04/2008 14:53:00	Missing test call		1	

Page(s) 1

12.6 Administration events

You can display all events related to data administration, e.g. the creation of a subscriber data record, using **History** -> **Administration events**.

User3
Organisation Stuttgart

- Subscriber Data
- Device data
- Contacts
- History
 - Current call events
 - Alarm events
 - Key events
 - Reminder events
 - Warning events
 - Administration events
 - System events
 - All events
 - Administration
 - Verification
 - Change Password
 - Logout

Date/Time from

Date/Time to

Device No.

Alarm

Subscriber Name

Information

Device organization

Subscriber organization

Accept request

History

Total records:3720

Page(s) 11 1

Time	Alarm	Subscriber Name	Device No.	Actions
12/02/2008 10:24:50	New local device		5000	
12/02/2008 10:24:42	Device deleted		5000	
12/02/2008 10:24:31	Device unassigned	Ms. HTS3000, RB2000	5000	
12/02/2008 10:24:31	Subscriber unassigned	Ms. HTS3000, RB2000	5000	
12/02/2008 10:23:51	New local device		4004	
12/02/2008 10:16:05	Device data changed		4500	
12/02/2008 10:15:52	Operator in admin client login			
12/02/2008 10:14:29	Device deleted		4004	
12/02/2008 10:14:09	Device unassigned	Mr. Cmann, Fritz	4004	
12/02/2008 10:14:09	Subscriber unassigned	Mr. Cmann, Fritz	4004	
12/02/2008 10:13:39	Operator in admin client login			
12/02/2008 10:13:32	Operator in admin client logout			
12/02/2008 10:09:56	Follow up set	Ms. HTS3000, RB2000		
12/02/2008 10:08:53	Device data changed		5000	

12.7 System events

You can display events that were caused by internal system messages from the LMS 7 Professional using **History** -> **System events**.

BOSCH user2 Organisation Stuttgart

Subscriber Data
Device data
Contacts
History
Current call events
Alarm events
Key events
Reminder events
Warning events
Administration events
System events
All events
Administration
Verification
Change Password
Logout

Date/Time from: Date/Time to: Device No.: Alarm: Accept request

Subscriber Name: Information: Device organization: Organisation A Subscriber organization: Organisation A

History Total records:19 Page(s) 1

Time	Alarm	Subscriber Name	Device No.	Actions
04/04/2008 08:40:51	CSTA-Server error			
03/04/2008 23:59:13	CSTA- back in service			
03/04/2008 23:59:10	CSTA- back in service			
03/04/2008 23:59:10	CSTA- Out of service			
03/04/2008 23:59:06	CSTA- back in service			
03/04/2008 23:59:06	CSTA- Out of service			
03/04/2008 23:59:03	CSTA- back in service			
03/04/2008 23:59:03	CSTA- Out of service			
03/04/2008 23:59:01	CSTA- Out of service			
03/04/2008 18:50:37	CSTA-Server error			
03/04/2008 18:42:59	CSTA-Server error			
03/04/2008 15:56:14	CSTA-Server error			
03/04/2008 15:17:49	CSTA-Server error			

12.8 All events

You can display all events recorded to date in an unfiltered manner using **History** -> **All events**.

BOSCH user2 Organisation Stuttgart

Subscriber Data
Device data
Contacts
History
Current call events
Alarm events
Key events
Reminder events
Warning events
Administration events
System events
All events
Administration
Verification
Change Password
Logout

Date/Time from: Date/Time to: Device No.: Alarm: Accept request

Subscriber Name: Information: Device organization: Organisation A Subscriber organization: Organisation A

History Total records:354 Page(s) 1 2 3 4 5 6 7 8 9 10

Time	Alarm	Subscriber Name	Device No.	Actions
04/04/2008 09:17:52	Operator in admin client login			
04/04/2008 09:16:31	Emergency Button	Mr. AMann, Hans	4000	Dizziness;Specialist doctor alerted
04/04/2008 09:14:06	Device data changed		2000	
04/04/2008 09:09:44	Emergency Button	Mr. AMann, Hans	4000	Difficulty to breath;Ambulance alerted
04/04/2008 09:05:05	Act. monitor off/boundary a. on	Mr. Mustermann, Peter	2000	Dizziness;Family doctor alerted
04/04/2008 09:04:04	Act. monitor off/boundary a. on	Mr. Mustermann, Peter	2000	Subscriber unconscious;Contact person alerted
04/04/2008 09:03:51	Service call	Mr. Mustermann, Peter	2000	Unknown;Remote programming
04/04/2008 09:03:44	Act. monitor off/boundary a. on	Mr. Mustermann, Peter	2000	Difficulty to breath;Family doctor alerted
04/04/2008 09:03:27	Emergency Button	Mr. Mustermann, Peter	2000	Intrusion;Police department alerted
04/04/2008 09:02:22	Emergency Button		5000	Intrusion;Police department alerted
04/04/2008 09:02:21	Emergency Button	Mr. AMann, Hans	4000	Subscriber has fallen;Ambulance alerted
04/04/2008 09:02:18	Emergency Button	Ms. Musterfrau, Gabriele	1000	Difficulty to breath;Ambulance alerted
04/04/2008 09:02:07	Act. monitor off/boundary a. on	Mr. Dr. XMann, Helmut	3000	Social call;Social call / No action necessary
04/04/2008 09:02:01	Emergency Button	Mr. Mustermann, Peter	2000	Combustions;Specialist doctor alerted
04/04/2008 09:01:44	Operator login			
04/04/2008 09:01:36	Operator logout			
04/04/2008 08:59:13	Operator logout			
04/04/2008 08:58:45	Operator logout			
04/04/2008 08:57:48	Operator in admin client login			
04/04/2008 08:57:42	Operator in admin client logout			
04/04/2008 08:57:35	Operator logout			
04/04/2008 08:56:53	Operator in admin client login			
04/04/2008 08:56:48	Operator in admin client logout			
04/04/2008 08:45:31	Test call	Ms. Musterfrau, Gabriele	1000	Unknown;Testcall - Ok
04/04/2008 08:43:47	Operator in admin client login			

Page(s) 1 2 3 4 5 6 7 8 9 10

13 Administration

This is used to define the structure, processes and access rights for the LMS 7.
In the case of restricted rights, only certain menu items are available.



NOTICE!

For information on assigning rights, refer to *Section 13.5 New role, page 76* in the **Administration -> New role** chapter.

Administration is divided into the following sub-categories:

- **User list**, see *Section 13.1 User list, page 72*.
- **New user**, see *Section 13.3 New user, page 73*.
- **Role list**, see *Section 13.4 Role list, page 73*.
- **New role**, see *Section 13.5 New role, page 76*.
- **Call filtering / balancing**, see *Section 13.6 Call filtering / balancing, page 77*.
- **Call forwarding**, see *Section 13.7 Call forwarding, page 80*.
- **Keysafe list**, see *Section 13.8 Keysafe list, page 81*.
- **Keysafe management**, see *Section 13.10 Keysafe management, page 82*.
- **Additional data**, see *Section 13.11 Additional data, page 83*.
- **Summary document**, see *Section 13.12 Summary document, page 87*.
- **Events**, see *Section 13.13 Events, page 88*.
- **Event groups**, see *Section 13.14 Event groups, page 89*.
- **Map**, see *Section 13.15 Map, page 89*.
- **Actions**, see *Section 13.16 Actions, page 90*.
- **Reason**, see *Section 13.17 Reason, page 91*.
- **Link phone-workstation**, see *Section 13.18 Link phone-workstation, page 92*.
- **Scheduler**, see *Section 13.19 Scheduler, page 93*.
- **Mandatory fields**, see *Section 13.20 Mandatory field, page 94*.
- **Co-operation partner**, see *Section 13.21 Co-operation partner list, page 95*.
- **Subscriber status**, see *Section 13.22 Subscriber status, page 97*.
- **Device template**, see *Section 13.23 Device template, page 98*.
- **Import/Export template**, see *Section 13.24 Import/export template, page 99*.
- **Delete history**, see *Section 13.25 Deleting history, page 99*.

13.1 User list

You can display all users created in the LMS 7 Professional system using **Administration -> User list**.

Only subscribers with the assigned role **System administrator** may view the user list.

For information on assigning rights, see *Section 13.5 New role, Page 76*.

User list					
				Total records:6	< 1 >
User name	Organization	Name	Role	Phone business	Language
BOSCHADMIN	Dachverband	BOSCHADMIN, BOSCHADMIN	System Administrator		English
boss	Dachverband	Boss, Jens	System Administrator	+49 (711) 7545432	English
eckel	Dachverband	Eckel, Bruce	System Administrator	+49 (711) 87659877	English
gross	Verband Alpha	Gross, Michael	System Administrator	+49 (766) 86767875	German
heinz	Verband Gamma	Heinz, Sabine	System Administrator	+49 (711) 786523	German
klein	Verband Beta	Klein, Peter	System Administrator	+49 (711) 7865432	German
					< 1 >

You can obtain the following information from the user list:

User name	User identification used to log in to the LMS 7 Professional system
Organization	Co-operation partner for whom this user is active
Name	Surname and first name of the user
Role	Rights group assigned to the user
Phone business	User's business telephone
Language	Language for web administration for the user

13.2 User name

To view detailed information about a user,

► click the corresponding user name.

The following window appears:

User1

< Previous

Next >

<< Back

Delete

Save changes

User name	User1		
Name	User1	First Name	Org1
Password	*****	Confirmation	*****
Phone business	918041000000	Phone private	
Mobile phone		Language	English
Organization	Red Cross Ludwigsburg	Role	System Administrator
Visible	<div> <div>Organization</div> <div> <input type="checkbox"/> Red Cross Leonberg <input type="checkbox"/> Red Cross Stuttgart </div> </div>	Visible	<div> <div>Organization</div> <div> <input checked="" type="checkbox"/> Red Cross Ludwigsburg <input type="checkbox"/> Red Cross WeilDerStadt </div> </div>

< Previous

Next >

<< Back

Delete

Save changes

Changing user data

If you wish to change user data,

1. enter the changes in the text fields
2. and confirm using **Save changes**.

Deleting users

If you wish to remove a user from the LMS 7 Professional system,

1. click **Delete**.

A confirmation window is displayed.

2. Confirm by clicking **OK**.

The user is now deleted from the system.

13.3 New user

You can create new users using **Administration -> New user**.

New user			
			Create user
User name		First Name	
Name		Confirmation	
Password		Phone private	
Phone business		Language	English
Mobile phone		Role	Contact Read
Organization	Red Cross Leonberg	Visible	Organization
			Red Cross Ludwigsburg
			Red Cross WeillDerStadt
			Create user

To create a new user,

- enter the user data in the text fields.

All fields highlighted in yellow are mandatory fields and must be completed. The fields highlighted in white are optional fields and may be completed.

User name	User identification used to log into the LMS 7 Professional system. Special characters and umlaut are not allowed.
Name	User's surname
First name	User's first name
Password	Password used to log in to the LMS 7 Professional system
Confirmation	Confirmation of the password
Phone business	User's business telephone
Phone private	User's private telephone number
Mobile phone	User's mobile telephone number
Language	Language to be used for displaying web administration for this user
Organization	Co-operation partner for whom this user is active
Role	User's rights
Visible Organization	Tick the box of the organisation that the user will be able to see

- Click **Create user**.

The user is now created in the LMS 7 Professional system.

13.4 Role list

You can display all rights groups created in the system using **Administration -> Role list**.

Role list		Total records:5	Page(s) 1
Name	Description		
System Administrator	Created from Script		
Subscriber+Local unit	Created as part of Test DB		
Subscriber Information	Created from Script		
Alarm Client	Created from Script		
Admin Client	Created from Script		
			Page(s) 1

13.4.1

What is a role?

The term **role** refers to variably assigned rights that are created under a group name.

The LMS 7 Professional is delivered with three pre-defined roles.

Role	Right
System administrator	All rights except alarm handling
Data administrator	Data administrator rights
Operator	Alarm handling

Rights groups can be modified by the system administrator. Alternatively, other rights can be added to new rights groups.

The following table shows which functions with allow or write authorities are activated:

Right	Allow (also includes write authority)	Write
Subscriber core data	Subscriber data can be viewed. Subscriber data cannot be created or modified. Does not include the sub-categories: Additional data, Subscriber note, Keys and Assignment.	Subscriber data can be viewed, modified or created. Does not include the sub-categories: Additional data, Subscriber note, Keys and Assignment.
Additional data	Additional subscriber data can be viewed but not edited.	Additional subscriber data can be viewed and edited.
Subscriber note	Note can be viewed. A note cannot be created or modified.	Note can be viewed, edited and created.
Key	Key status can be viewed but not modified or created.	Key status can be viewed, edited and created.
Assignment	Assignment of subscriber and device can be performed and removed.	
Device core data	Device data can be viewed. Device data cannot be created or modified. Does not include the sub-category Programming.	Device data can be viewed, modified or created. Does not include the sub-category Programming.
Analysis	Device statuses can be viewed and edited.	
History	You can view all recorded events in connection with the LMS 7. Does not include the sub-category Actions.	
Append actions	Actions can be appended to subscribers and/or devices at a later stage.	
Keysafe	Keysafe lists can be viewed but not edited.	Keysafe lists can be viewed and edited.
Closing an alarm client		
Listening to voice records		

Right	Allow (also includes write authority)	Write
Administration	<p>The administration right includes the following sub-rights:</p> <ul style="list-style-type: none"> - Creating/deleting and editing users - Creating/deleting and editing roles - Creating/deleting and editing co-operation partners - Editing the structure in Alarm and Data administration; e.g. mandatory fields and additional data - Automating processes, e.g. birthday greetings - Editing of reason and actions catalogue - Call filtering / balancing - Call forwarding - Key management - Keysafe management - Editing events and defining event groups - Setting up a phone-workstation connection - Creating/deleting and editing support services - Editing subscriber status - Creating/deleting and editing device templates - Editing history entries. 	
Map	Creating/deleting and editing maps	
Import/export template	Creating/deleting and editing templates for importing data into the LMS 7 database or for exporting data into CSV files.	
Verification	Verification lists can be viewed and edited.	
Link for phone-alarm workstation	Creating/deleting and editing names of alarm handling workstations and their associated SIP extension	
Alarm handling	Access to alarm handling, with the exception of simulation	
Simulation	Simulation of alarms	

To display the assigned rights for individual roles,

- click the corresponding role name.



NOTICE!

A modification to the rights in a rights group has an immediate effect on all users assigned to this rights group.

13.4.2

Modifying a role

You can modify rights groups that have been created if you have the necessary rights.

To modify a rights group,

1. click the corresponding checkboxes and
2. optionally enter a new **Name** for the rights group in the text field.

In addition, you can enter a description for the rights group, e.g. "for Organisation A only".

3. Click **Save changes**.

The rights group is now modified.

13.4.3

Deleting a role

To delete a rights group,

1. click **Delete**.

A confirmation window is displayed.

2. Confirm by clicking **OK**.

The rights group is now removed from the system.



NOTICE!

The rights group can only be deleted if no users are assigned to the role.

13.5

New role

You can create new rights groups in the system using **Administration -> New role**.

New role					
Name		Description			
Right	Allow	Write	Right	Allow	Write
Subscriber core	<input type="checkbox"/>	<input type="checkbox"/>	Administration	<input type="checkbox"/>	
-- Subscriber additional data	<input type="checkbox"/>	<input type="checkbox"/>	Import/ export template	<input type="checkbox"/>	
-- Subscriber note	<input type="checkbox"/>		Verification	<input type="checkbox"/>	
-- Subscriber key	<input type="checkbox"/>	<input type="checkbox"/>	Link phone-workstation	<input type="checkbox"/>	
-- Assignment	<input type="checkbox"/>				
Device core	<input type="checkbox"/>	<input type="checkbox"/>			
-- Programming data	<input type="checkbox"/>	<input type="checkbox"/>	Call management	<input type="checkbox"/>	
Analysis	<input type="checkbox"/>		-- Simulation	<input type="checkbox"/>	
History	<input type="checkbox"/>		-- Escalation	<input type="checkbox"/>	
-- Append action	<input type="checkbox"/>		-- Exit alarm client	<input type="checkbox"/>	
-- Listen to voice recording	<input type="checkbox"/>		-- Event monitor	<input type="checkbox"/>	
Keysafe	<input type="checkbox"/>	<input type="checkbox"/>			

[Create role](#)

13.5.1

Pre-defined rights at time of delivery

The following rights are associated with the pre-defined **System administrator** role:

System Administrator					
Name	System Administrator	Description	All rights		
Right	Allow	Write	Right	Allow	Write
Subscriber core	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Administration	<input checked="" type="checkbox"/>	
-- Subscriber additional data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Import/ export template	<input checked="" type="checkbox"/>	
-- Subscriber note	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Verification	<input checked="" type="checkbox"/>	
-- Subscriber key	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Link phone-workstation	<input checked="" type="checkbox"/>	
-- Assignment	<input checked="" type="checkbox"/>				
Device core	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
-- Programming data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Call management	<input checked="" type="checkbox"/>	
Analysis	<input checked="" type="checkbox"/>		-- Simulation	<input checked="" type="checkbox"/>	
History	<input checked="" type="checkbox"/>		-- Escalation	<input checked="" type="checkbox"/>	
-- Append action	<input checked="" type="checkbox"/>		-- Exit alarm client	<input checked="" type="checkbox"/>	
-- Listen to voice recording	<input checked="" type="checkbox"/>		-- Event monitor	<input checked="" type="checkbox"/>	
Keysafe	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			

[< Previous](#)
[Next >](#)
[<< Back](#)
[Delete](#)
[Save changes](#)

The following rights are associated with the pre-defined **Operator** role:

Alarm Client					
Name	Alarm Client		Description		
Right	Allow	Write	Right	Allow	Write
Subscriber core	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Administration	<input type="checkbox"/>	
-- Subscriber additional data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Import/ export template	<input type="checkbox"/>	
-- Subscriber note	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Verification	<input checked="" type="checkbox"/>	
-- Subscriber key	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Link phone-workstation	<input type="checkbox"/>	
-- Assignment	<input checked="" type="checkbox"/>				
Device core	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
-- Programming data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Call management	<input checked="" type="checkbox"/>	
Analysis	<input checked="" type="checkbox"/>		-- Simulation	<input checked="" type="checkbox"/>	
History	<input checked="" type="checkbox"/>		-- Escalation	<input checked="" type="checkbox"/>	
-- Append action	<input type="checkbox"/>		-- Exit alarm client	<input checked="" type="checkbox"/>	
-- Listen to voice recording	<input checked="" type="checkbox"/>		-- Event monitor	<input checked="" type="checkbox"/>	
Keysafe	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			

13.5.2

Creating a new role

To create a new rights group,

1. click the corresponding checkboxes and
2. enter the designation of the rights group in the **Name** text field.

In addition, you can enter a description for the rights group, e.g. for Organisation A only.

3. Click **Create role**.

The rights group is now created in the LMS 7 Professional and can be assigned to users.

13.6

Call filtering / balancing

13.6.1

Call balancing

This feature is designed to balance calls between workstations having active calls to others without active calls, in order to ensure an optimum response time. This feature is handling only active calls with a speak/listen connection which are not assigned to an operator (social alarm calls, incoming phone calls, outbound phone calls).



NOTICE!

An outbound phone call is not hidden by call balancing because it is already assigned to a user. However, outbound phone calls are considered as active calls with speak/listen.

If a workstation has an active call and other workstations do not have an active call, new pending calls with S/L are suppressed in the alarm list of the workstation with the active call until a certain call balancing timeout period is reached.

The call will then be visible in the alarm list of all workstations with no active call.

If all workstations have active calls, the pending calls are visible in all workstations immediately.

To activate call balancing, click on **Administration -> Call filtering / balancing**.

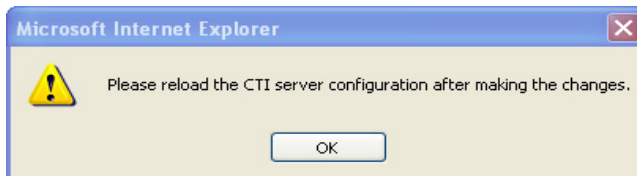
Call balancing

Call balancing after seconds

1. Define a value in the box **Call balancing after ... seconds**.
Maximum balancing timeout is 999 seconds.
Default value is 0, meaning that call balancing is switched off.

2. Save your changes by clicking on **Save**.

After making any changes to the call balancing value, you must reload the CTI server configuration. The following message will prompt you to do so:



When only call balancing is active (balancing value higher than 0 and filtering is not set), then the scrolling message **calls are balanced** appears in blue in the status bar.

13.6.2

Call filtering by events

Filter rules can be defined to hide calls or events in the alarm list of a user belonging to a role (user group). For each role, only one filter rule is allowed.

The following calls or event groups can be hidden:

- Active social alarms (including combined alarms)
- Passive (automatic) social alarms
- Technical alarms
- Incoming phone calls
- Reminder events
- System events
- Warning events

The hidden calls or events can be made visible after a defined timeout period.

To activate call filtering, click on **Administration -> Call filtering / balancing**

Call filtering by events				
			Create rule	Save
Role	Event groups	Filter time		
Manual Filtered	<input checked="" type="checkbox"/> Active social alarms <input type="checkbox"/> Passive social alarms <input type="checkbox"/> Technical alarms <input type="checkbox"/> Incoming phone calls <input type="checkbox"/> Reminder events <input type="checkbox"/> System events <input type="checkbox"/> Warning events	<input checked="" type="checkbox"/> Show hidden events after 10 seconds	Delete	
Technical Filtered	<input type="checkbox"/> Active social alarms <input type="checkbox"/> Passive social alarms <input checked="" type="checkbox"/> Technical alarms <input type="checkbox"/> Incoming phone calls <input type="checkbox"/> Reminder events <input type="checkbox"/> System events <input type="checkbox"/> Warning events	<input checked="" type="checkbox"/> Show hidden events after 10 seconds	Delete	
System Administrator	<input checked="" type="checkbox"/> Active social alarms <input checked="" type="checkbox"/> Passive social alarms <input type="checkbox"/> Technical alarms <input type="checkbox"/> Incoming phone calls <input type="checkbox"/> Reminder events <input type="checkbox"/> System events <input type="checkbox"/> Warning events	<input checked="" type="checkbox"/> Show hidden events after 30 seconds	Delete	

Create rule Save

To create a filter:

1. Click on **Create rule**.
2. Under the column **Role**, select a role without a rule within the drop-down list.
3. Under the column **Event groups**, make a tick in the box of the calls/events that shall be hidden before the filter timeout. If the box is not ticked, the calls/events are not filtered.
4. Under the column **Filter time**, make a tick in the checkbox to activate the filter timeout and define a value in the box **after ... seconds**. After the timeout period, any event of the event groups that have been checked for this rule will then appear.
5. By default the filter timeout is checked, meaning 'yes', and default value is 0 seconds.
6. Maximum filter timeout is 999 seconds.
7. Save your changes by clicking on **Save**.
8. You can also delete a filter rule, simply by clicking on **Delete** at the end of the rule.

After making any changes to the filter rules, you must reload the CTI server configuration. A message will prompt you to do so.



NOTICE!

When **Forwarding** a filtered call to the user who is concerned by the filter, the filter does not apply. However, with **Forwarding to all**, the filter rule applies.



NOTICE!

The filter rules can be changed by any user. These rules are stored in the database and distributed by the CTI-Server to alarm workstations.

When only call filtering is active (no balancing value set and filtering is set), then the scrolling message **calls are filtered** will appear in blue in the status bar.

All hidden calls or events are visible in the event monitor.

When call balancing and call filtering are active, then the scrolling message **calls are filtered and balanced** appears in blue in the status bar.

13.6.3

Call filtering by organisations

You can activate call filtering by organisations.

- ▶ Make a tick in the box **Activate filtering by organizations**.
- ▶ Type in the time after which hidden calls should be shown, in seconds. Click **Save**.

Call filtering by organisation obeys to the following rules:

- alarm events of assigned or unassigned devices appear to a user, if the subscriber or device belong to an organisation visible to that user.
- alarm events of unknown devices are displayed to all users, independent of the organisation.

13.6.4

Call filtering / balancing priority and check

Filter rules have priority over call balancing.

The following examples illustrate how the system will perform.

Example 1:

The following rules were created:

- user 1 (group 1) with rule 1: hide all events except incoming phone calls, show hidden events after 10 sec.
- users 2a & 2b (group 2) with rule 2: hide incoming phone calls, show them after 20 sec.
- call balancing timeout: 30 sec.

The system has the following configuration:

- User 1 without an active call, user 2a with an active call, user 2b without an active call

In case of a new incoming phone call, the system will react as follows:

- From 0 sec to 20 sec, the incoming phone call is visible to user 1
- After 20 sec, the incoming phone call is visible to all three users.

Example 2:

The following rules were created:

- user 1 (group 1) with rule 1: hide all events except incoming phone calls, show hidden events after 10 sec.
- users 2a & 2b (group 2) with rule 2: hide incoming phone calls, show them after 30 sec.
- call balancing timeout: 20 sec,

The system has the following configuration:

- User 1 without an active call, user 2 with an active call, user 3 without an active call

In case of a new incoming phone call, the system will react as follows:

- From 0 sec to 30 sec, the incoming phone call is only visible to user 1.
- After 30 sec, the incoming phone call is visible to all three users.



NOTICE!

You must be aware that the call filtering and balancing within the LMS 7 Professional system is freely configurable. A logical check of the defined rules is not implemented by the system. Therefore you must take care that any call / event that is filtered does not remain unanswered.

13.7

Call forwarding

This feature is designed to allow the monitoring centre to ask a Carephone to forward a selected event to a new destination using a specified protocol. This function is only possible with protocols RB2000E, CPC, and RBIP. Events with other protocols will be rejected. All phone calls will be ignored.

Call forwarding	
Save	
Enabled	<input type="checkbox"/>
Phone number or IP address	<input type="text" value="0"/>
Protocol to forward to (only for RB2000E and RBIP)	Monitoring centre (Bosch protocol) ▼
Number of selected events to forward	0
Click to set all events to forward Execute	
Click to reset all events to forward Execute	

The **Number of selected events to forward** appears at the end of the line.

To activate the call forwarding:

1. The check-box **Enabled** must be ticked.
2. Enter the **Phone number or IP address** that must be called.
3. Choose the **Protocol to forward to**. This is needed only for protocols **RB2000E** and **RBIP**.
A call made in CPC protocol will also be forwarded in CPC protocol.
4. Click on **Save**.

The events to be forwarded must be selected in the events administration (see *Section 13.13 Events, page 88*). However, you can also select or de-select all events to forward, by clicking on **Execute** in front of your choice.

13.8 Keysafe list

All key safes that are set up in which at least one subscriber participates in key management are displayed here.

Keysafe	Subscriber No.	Status	Organization	Search
Leoberg Safe1		Checked out	Red Cross Stuttgart	Reset

Keysafe list							
						Total records:1	< 1 >
Name	Organization	Slot	Subscriber No.	Status	Key given to	Checked out date	Key note
test		1	1000	Checked out	User3, Install1		three keys
							< 1 >



NOTICE!

Assignment of subscribers to keys is performed in Subscriber data administration. You can find the following information in the key safe list:

Name	Keysafe name
Organization	Organisation to which the key safe belongs
Slot	Slot number in which the key is stored in the safe
Subscriber	Number of the subscriber to whom the key has been assigned
Status	Two statuses are displayed: Checked out and Checked in
Key given to	Person to whom the key was issued
Key note	Additional information

13.9 Subscriber

To display more detailed subscriber information,

- click the subscriber number.

13.10 Keysafe management

You can display a list of all key safes in the system by using **Administration -> Keysafe management**. You can create and delete key safes and modify safe data.

Keysafe management				Total records:1	< 1 >
				Create key safe	
Name	Organization	Number of slots	Used slots		
Key at the social center	Red Cross Leonberg	50	3	Delete	
				< 1 >	

You can find the following information in Keysafe management:

Name	Keysafe name
Organization	Organisation to which the key safe belongs
Number of slots	Number of key slots available in the safe
Used slots	Number of slots occupied in the safe

Creating a new key safe

To create a new key safe in the LMS 7,

1. click the **Create key safe** button.

The following window appears:

Keysafe management			
Keysafe name	<input type="text"/>	# of slots	<input type="text"/>
			Show empty slots
<< Back			Save changes

2. Enter the key safe name in the text field.
3. Enter the number of slots in the text field.
4. Click **Save changes**.

Deleting a key safe

To delete a safe from the LMS 7,

1. click **Delete**.
A confirmation window is displayed.
2. Confirm by clicking **OK**.
The key safe is now removed.



NOTICE!

A safe can only be removed if all slots are vacant.

13.11 Additional data

Specify the customised structure to be displayed using **Subscriber data -> Additional data**.

Header name	Type	Order	Sub-order	Bold	Alarm	Admin	Summary	Print	Color RGB	Mandatory	Link	Group	
Physician	Multi line	1		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#FFFF	<input type="checkbox"/>	<input type="checkbox"/>		Delete
email	Email	1	22	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#0000	<input type="checkbox"/>	<input type="checkbox"/>		Delete
Website	URL	1	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#0000	<input type="checkbox"/>	<input type="checkbox"/>		Delete
Insurance	Drop-down list	2		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#FFFF	<input type="checkbox"/>	<input type="checkbox"/>		Delete
Prescription	Multi line	3		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#FFFF	<input type="checkbox"/>	<input type="checkbox"/>		Delete
Contract	Drop-down list	4		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#FFFF	<input type="checkbox"/>	<input type="checkbox"/>		Delete
Insurance	Single line	5		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#FFFF	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Delete
Aktzeichen	Single line	6		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#FFFF	<input type="checkbox"/>	<input type="checkbox"/>		Delete
Daily button	Drop-down list	8		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#FFFF	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1st contact person	Single line	9		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#FFFF	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1a. Name	Single line	9	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#153B	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1a. Street / number	Single line	9	2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#153B	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1a. ZIP / City	Single line	9	3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#153B	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1a. Telephone	Phone field	9	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#153B	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1a. Mobile telephone	Phone field	9	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#153B	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1a. Remarks	Single line	9	6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#153B	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1. Assistance	Structured field	10		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#FFFF	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1. Relative	Single line	11		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#FFFF	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1b. Name	Single line	11	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#153B	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1b. Street / number	Single line	11	2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#153B	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1b. ZIP / City	Single line	11	3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#153B	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1b. Telephone	Phone field	11	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#153B	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1b. Mobile telephone	Phone field	11	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#153B	<input type="checkbox"/>	<input type="checkbox"/>		Delete
1b. Remarks	Single line	11	6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	#153B	<input type="checkbox"/>	<input type="checkbox"/>		Delete

Header name Field designation, e.g. medical indication.

Type Select from seven field types:

- Single line: field for one line of text
- Multi line: field for multiple lines of text
- Phone field: field in which only telephone numbers can be entered. These are displayed as a link in Alarm administration, and can be used to dial the appropriate call number.
- Drop down list: field in which multiple self-defined options are available for selection.
- Structured field: data field with pre-defined structure, e.g. support services.
- URL and Email: field in which you can enter URLs and email addresses, the LMS creates the link.

Order This determines the order in which the data fields are displayed. The order is specified by means of numbers, whereby the lowest value is displayed first.

Sub-order For header names containing sub-headers, e.g. reference person. The order is specified by means of numbers, whereby the lowest value is displayed first.

Bold If a box is ticked, the header name is highlighted in dark blue.

Alarm If a box is ticked, the header is visible in Alarm administration.

Admin If a box is ticked, the header is visible in Data administration.

Summary If a box is ticked, the header is visible in Alarm administration.

Print If a box is ticked, the header is displayed in Reports.

Color RGB An option to assign an individual colour to the header name. A hexadecimal value must be entered, preceded by a hash character. The colour is displayed in the bar under the hexadecimal value.

Mandatory If a box is ticked, the field is highlighted in yellow and must be completed by the data administrator.

Link If a box is ticked, a **Link** button appears to the right of the field in Subscriber administration. It assists in assigning pre-defined values to a single line, multi lines or a structured data field.

Role List box for selecting created link texts or drop down lists. This is only displayed if the field type **Single line**, **Multi line** or **Drop down list** was selected.

13.11.1**New header**

To create a new header,

1. click **New header**.
A new line appears.
2. Enter a **Header name**.
3. Select a **field type** for the header.

**CAUTION!**

The field type cannot be changed later.

- Single line: Field for one line of text.
 - Multi line: Field for multiple lines of text.
 - Phone field: Field in which only telephone numbers can be entered. These are displayed as a link, and can be activated by a mouse click to set up an outgoing call from the alarm interface.
 - Drop down list: field in which multiple self-defined options are available for selection.
 - Structured field: pre-defined data fields, e.g. for support services.
 - URL and Email: field in which you can enter URLs and email addresses.
4. You can determine the order of headers by entering a numerical value in the **Order** field. The order is arranged according to the numerical value entered, whereby the header with the lowest value is displayed first.

**NOTICE!**

Proceed in increments of ten. In this manner, you can also assign a higher priority to headers later, without having to renumber all headers.

5. Tick **Bold** if the header name is to be displayed in dark.
6. Tick **Alarm** if the header is to be displayed in Alarm administration.
7. Tick **Admin** if the header is to be displayed in Data administration.
8. Tick **Print** if the header is to be displayed in **Reports**.
9. Enter a colour code in **Color RGB**.
10. Place a tick in **Mandatory** if completion of this header is mandatory.
11. If a link to the header is to be created, place a tick in the **Link** checkbox.
12. Select a selection group from the list box.
13. Click **Save**.

The new header is now created in the LMS 7.

**NOTICE!**

You can check the structure created using **Subscriber data** -> **Additional data**; see *Section 9 Subscriber data, page 41*.

13.11.2

Drop-down list

List boxes where you may only select the entries they contain, are termed drop down lists. You can use the drop down list to create new selection groups, e.g. the type of contract. You can assign as many contents to a selection group as required, e.g. contract A, contract B and contract C. This is useful if you wish to create a list box in which a selection can be made from multiple options.

Drop down list		
		<< Back
		Add
		Save
drop-down content	Group	
no	AL - ja/nein	Delete
yes	AL - ja/nein	Delete
I	AL - PS	Delete
II	AL - PS	Delete
III	AL - PS	Delete
Plus	AL - Vertrag	Delete
Standard	AL - Vertrag	Delete
Example	AL - ja/nein	Delete

Creating new selection groups

To create a new selection group,

1. click **Add**.
A new line in the selection list is displayed.
2. Enter a group name in the text field.
3. Enter the content of the selection group in the text field highlighted in yellow.
4. Click **Save**.

Modifying a selection group

To assign new contents to an existing selection group,

1. click **Add**.
A new line in the selection list is displayed.
2. Select a selection group in the list box. Ignore the entry field.
3. Enter the content of the selection group in the text field highlighted in yellow.
4. Click **Save**.

To return to the additional subscriber data,

- click **Back**.

13.11.3

Link text

This gives you the option to create new link contents. As in the case of drop down lists, you can select from multiple options in a pre-defined list. In addition, you can set an individual entry.

link text		
		<< Back
		Add
		Save
link content	Group	
AOK Stuttgart	VT - KK	Delete
Bosch BKK	VT - KK	Delete
TK Süddeutschland	VT - KK	Delete
Example	VT - KK	Delete

1. Click **Add**.
A new line in the list is displayed.
2. Enter the contents of the link in the text field highlighted in yellow.
3. Enter a new group name in the text field **Group** or select from an existing group from the list box.
4. Click **Save**.

To delete existing entries,

1. click **Delete**.
A confirmation window is displayed.
2. Confirm by clicking **OK**.
The entry is deleted.

To return to the additional subscriber data,

- click **Back**.

13.12 Summary document

Specify the layout of the alarm summary document displayed in the alarm handling window, *Section 4.2 Alarm summary, page 18*.

Summary document			
			Save
Absence			
Show absence note	<input checked="" type="checkbox"/>	Alignment	Left
Subscriber history			
Show history	<input checked="" type="checkbox"/>	Alignment	Left
No of last displayed entries	<input type="text" value="0"/>		
Subscriber status			
Show subscriber status	<input checked="" type="checkbox"/>	Alignment	Left
Subscriber modification			
Show subscriber modification	<input checked="" type="checkbox"/>	Alignment	Left
Subscriber gender			
Show subscriber gender	<input checked="" type="checkbox"/>	Alignment	Left
Additional data			
Show additional data	<input checked="" type="checkbox"/>		
Header name	Alignment		
Prescription	Left		
Insulin	Left		
Medication	Left		
Contract	Left		
Insurance	Left		

The following items can be configured:

Absence	If the box is ticked and the Away reminder is ticked in the Note page, this info is displayed.
Subscriber history	If the box is ticked, the last history events related to the subscriber is displayed. In the text box the number of the last events must be entered.
Subscriber status	If the box is ticked, the assigned subscriber status is displayed.
Subscriber modification	If the box is ticked, the data and time of the last modification of subscriber data is displayed.
Subscriber gender	If the box is ticked, the gender of the subscriber is displayed.
Additional data	If the box is ticked, selected additional data is displayed. The data to be displayed in this administration page and in the alarm summary has to be defined in the administration page additional data by ticking the box in the column summary .

For all items, the alignment can be defined: left, centre or right

According to the selected value, the information is displayed in the left, middle or right column of the alarm summary.

13.13 Events

All events defined in the LMS 7 Professional system are displayed here. Events are incoming and outgoing calls with a speak/listening connection, alarms without a speak/listening connection and system events such as technical error messages. Colours or an alarm sound can be individually assigned to every event. This can be helpful for quickly distinguishing important events from less important ones.

Events										
										Save
Event	FG Color RGB	BG Color RGB	Alarm sound	Use techn. alarm	Auto handler	Auto reason	Auto action	Record	Event Groups	Forward
General alarm	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Button	#FFFFFF	#FF0000	Wms5\LMS_V50\AdditionalData\ringin.wav	<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repeated Alarm	#FFFFFF	#0000FF		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repeated alarm terminated	#FFFFFF	#008000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pull cord	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bed alarm	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Door call	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test alarm	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Message 1	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Message 2	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Message 3	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Panic alarm	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift alarm	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WC-Alarm	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicine alarm	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pull switch alarm 1	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pull switch alarm 2	#FFFFFF	#FF0000		<input type="checkbox"/>	Alarm driven			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The events can be modified as follows:

Event	All events in the system, e.g. emergency call button.
FG color RGB	Option to assign an individual text colour to the event. A hexadecimal value must be entered, preceded by a hash character. The colour is displayed in the bar under the hexadecimal value.
BG Color RGB	Option to assign an individual background colour to the event. A hexadecimal value must be entered, preceded by a hash character. The colour is displayed in the bar under the hexadecimal value.
Alarm sound	You can enter the path to an alarm sound here. The file is played back if this event occurs.
Use tech. alarm	If this box is ticked, the event is evaluated as a technical alarm. When this event occurs, the device status for this device is set to New problem , see <i>Section 10.3 Analysis, page 62</i> .
Auto handler	List box. from which you can select: <ul style="list-style-type: none"> Alarm driven: This is the standard setting. The setting defined in the log is used. With speak/listen: The event is processed using a speak/listening connection. Without speak/listen: The event is processed without a speak/listening connection and is terminated when automatic reason/actions are entered. Otherwise processed according to the option Without speak/listen, parked. Without speak/listen, parked: The event is processed without a speak/listening connection and then parked in the alarm list without a speak/listening connection.
Auto reason	You can select a reason from the list. This reason is then marked as the default in Alarm handling if this event occurs.
Auto action	You can select an action from the list. This action is then marked in alarm handling as the default for when this event occurs.

Record	If this is ticked, the event is stored in the history. If the box is left blank, the details of the event are not displayed in the history.
Event groups	You can select a defined event group from the list. This event group is assigned to the event in all statistics.
Forward	If this is ticked, the event is forwarded to the extension number defined in the Call forwarding administration.

13.14 Event groups

Event groups can be created and deleted. The event groups can be assigned to each event in the event administration, see *Section 13.13 Events, page 88*.

To **Enable Event Grouping** in the statistics, the check-box must be ticked:

13.15 Map

You can store map information here; see *Section 9.1.4 Location, page 46*.

To store a new map,

1. click **Add**.

The following window appears:

2. Enter a designation for the map in the **Identifier** text field.
3. In the lower text field **Map**, enter the path where the map has been stored, or click on **Browse** to search for the map.
4. Click **Upload**.
5. Confirm with **Save**.
The map is now stored in the database.



NOTICE!

You should upload files in JPEG format, max 500 MB.

13.16 Actions

You can view, append and delete all existing actions using **Administration -> Actions**.

Actions	
	<div>Add</div> <div>Save</div>
Action	
No action necessary	Delete
Inform ambulance	Delete
Inform doctor	Delete
Inform Emergency contact	Delete
Inform neighbor	Delete
Inform Police	Delete
Testcall - OK	Delete
Testcall - Problem	Delete
Birthday greetings	Delete
Remote Programming	Delete
	<div>Add</div> <div>Save</div>

13.16.1

Append actions

To append new actions,

1. click **Add**.
A new line appears at the end of the list of actions.

2. Enter a new action in the text field.

3. Click **Save**.

The action is now available in the LMS 7 Professional and can be selected during alarm handling by operators.

13.16.2

Delete actions

To delete an action from the LMS 7,

1. click the **Delete** button next to the action that you wish to delete.

A confirmation window appears.

2. Confirm by clicking **OK**.

The action is deleted from the system.

13.17

Reason

You can view all existing reasons that can be selected in alarm handling using **Administration** -> **Reasons**. You can add or delete new reasons.

Reason	
	<input type="button" value="Add"/> <input type="button" value="Save"/>
Reason	
Social call	<input type="button" value="Delete"/>
Subscriber fallen	<input type="button" value="Delete"/>
Difficulty in breathing	<input type="button" value="Delete"/>
Dizziness	<input type="button" value="Delete"/>
Combustions	<input type="button" value="Delete"/>
Unconsciousness	<input type="button" value="Delete"/>
General phone request	<input type="button" value="Delete"/>
Intrusion	<input type="button" value="Delete"/>
Fire	<input type="button" value="Delete"/>
Others	<input type="button" value="Delete"/>
	<input type="button" value="Add"/> <input type="button" value="Save"/>

Adding reasons

To add a reason,

1. click **Add**.
A new line appears at the end of the list of reasons.
2. Enter a new reason in the text field.
3. Click **Save**.

The reason is now available in the LMS 7 Professional and can be selected in Alarm handling by operators.

Deleting a reason

To delete a reason from the LMS 7,

1. click the **Delete** button next to the reason that you wish to delete.
A confirmation window appears.
2. Confirm by clicking **OK**.

The reason is deleted from the system.

13.18 Link phone-workstation

This allows you to assign system telephones to the alarm handling workstation.

Link phone-workstation					
				Add	Save
Alarm handling workstation	1st Extension No.	2nd Extension No.	Use an audio device		
VM-LMS-BUILD	999		<input checked="" type="checkbox"/>	Delete	
VS2005	200	203	<input type="checkbox"/>	Delete	
				Add	Save

13.18.1

Headset configuration

To configure the use of a headset for an alarm handling workstation:

1. click **Add**.
A new line appears at the end of the list.
2. Enter the computer name in the **Alarm handling workstation** text field.
3. Tick the check-box **use an audio device**.
4. In case of a SIP option, enter the number of the SIP extension in the **1st Extension No.** text field. In case of a CTI option only, there is no need to enter the number of the SIP extension.
5. In all cases, the second extension has to remain empty.
6. Click **Save**.

To delete an assignment,

1. click **Delete**.
A confirmation window appears.
2. Confirm by clicking **OK**.
The assignment is deleted.

13.18.2

System phone configuration

To configure the use of a system phone for an alarm handling workstation:

1. click **Add**.
A new line appears at the end of the list.
2. Enter the computer name in the **Alarm handling workstation** text field.
3. Un-tick the check-box **use an audio device**.
4. Enter the number of the system phone in the **1st Extension No.** text field. In case of a SIP option, this number is also used as SIP extension.
5. Enter the number of the system phone to be used for audible park in the **2nd Extension No.**
6. Click **Save**.

To delete an assignment,

1. click **Delete**.
A confirmation window appears.
2. Confirm by clicking **OK**.
The assignment is deleted.

13.19 Scheduler

Automate certain processes in the LMS 7 at a specific time.

BOSCH

Scheduler

User3

Red Cross Stuttgart

Subscriber Data

Device data

Contacts

History

Administration

User list

New user

Role list

New role

Call filter Balancing

Keysafe list

Keysafe management

Additional data

Summary document

Events

Map

Actions

Reason

Link phone-workstation

Scheduler

Add

Save

The meaning of unit field depends on period:

Period 'Yearly'	Meaning of unit: month and day	Example: 1202 - December 2nd
Period 'Monthly'	Meaning of unit: day of month	Example: 23 - 23rd day of every month
Period 'Weekly'	Meaning of unit: day of the week	Example: 1 - Monday
Period 'Daily'	Meaning of unit: hour of day	Example: 12 - at 12 noon
Period 'Hourly'	Meaning of unit: minute of hour	Example: 30 - 30 minutes past every hour
Period 'Every 5 minutes'	No unit entry necessary	

Task	Task name	Data	Period	Unit	
Test call supervision	KW vormittag		Daily	11	Delete
Birthday reminder	Reminder		Daily	12	Delete
Export/Import	Database Export	ExportTemplate	Weekly	2	Delete
Test call supervision	KW nachmittag		Daily	15	Delete
Away reminder	Away		Every 5 minutes	10	Delete
Follow up	Follow-Up		Every 5 minutes	10	Delete

Add

Save

Task The following tasks can be automated:

- Test call supervision
- Birthday reminders
- Export/import
- Away reminder
- Follow up
- Key reminder

Task name Designation of the automatic process

Data In the case of an import/export task: the name of the template is stored here.
In the case of a key reminder task: enter the hourly period of time after which the key reminder is started. Choose a value between 1 and 720 hours (30 days). If the field is empty, the default value is 168 hours (7 days).

Period This period of time refers to the time interval after which the task is activated. Select the unit of time.

- Yearly
- Monthly
- Weekly
- Daily
- Hourly
- Every 5 minutes

Unit The value of the unit depends on the period:

- Yearly -> month and day -> e.g. 1202: on 2 December
- Monthly -> day of the month -> e.g. 23: on the 23rd of every month
- Weekly -> day of the week -> e.g. 1: every Monday
- Daily -> hour -> e.g. 12: at 12:00
- Hourly -> minute -> e.g. 30: every half-hour
- Every 5 minutes -> no units. A unit can be entered but has no effect.

Example

To automate the birthday reminder process:

1. Click **Add** to add a new line.
2. Select the birthday reminder from the **Task** list box.
3. Enter the designation of the task in the text field below **Task name**.
4. Select the time **Period**. It is useful to check daily the birthday reminder.
5. Enter a **Unit**.
6. Click **Save**.

The birthday reminder is added. All subscriber data in the database is checked daily for birthdays. Subscribers having a birthday on the current day are displayed in alarm handling:

Mr. Bmann, Jens
Rheinstr. 40
71387 Köln

Cross North
Birthday reminder

✓ 238	238	Birthday rem	Mr. Bmann, Jens, CN
			Ms. Afrau, Sabine

13.20

Mandatory field

Mandatory fields are highlighted in yellow and must be completed.

en
Red Cross Stuttgart

Subscriber Data
Device data
Contacts
History
Administration
User list
New user
Role list
New role
Call filtering/balancing
Call forwarding
Keysafe list
Keysafe management
Additional data
Summary document
Events
Event Groups
Map
Actions
Reason
Link phone-workstation
Scheduler
Mandatory fields
Co-operation partner
Subscriber status
Device template
Import/Export template
Delete history
Verification
Change Password
Logout

Mandatory fields

Save changes

Data field	Mandatory	Data field	Mandatory
Subscriber			
Connected from/to	<input type="checkbox"/>	Connected to	<input type="checkbox"/>
Criteria	<input type="checkbox"/>	Date of birth/Sex	<input type="checkbox"/>
First name	<input type="checkbox"/>	Map	<input type="checkbox"/>
MobSec device protocol	<input type="checkbox"/>	MobSec phone	<input type="checkbox"/>
MobSec test call interval	<input type="checkbox"/>	Name	<input checked="" type="checkbox"/>
No.	<input type="checkbox"/>	Organization	<input type="checkbox"/>
Sex	<input type="checkbox"/>	Status	<input type="checkbox"/>
Street/No.	<input type="checkbox"/>	Telephone 1	<input type="checkbox"/>
Telephone 2	<input type="checkbox"/>	Title	<input type="checkbox"/>
ZIP	<input type="checkbox"/>	ZIP/City	<input type="checkbox"/>
Device			
Acquired on	<input type="checkbox"/>	Battery change	<input type="checkbox"/>
Battery type	<input type="checkbox"/>	CLID	<input type="checkbox"/>
Connectivity	<input type="checkbox"/>	Device driver	<input type="checkbox"/>
HW/SW Version	<input type="checkbox"/>	Leasing from/ to	<input type="checkbox"/>
Manufacturer	<input type="checkbox"/>	Organization	<input checked="" type="checkbox"/>
Owner	<input type="checkbox"/>	Repair from/ to	<input type="checkbox"/>
Serial number	<input type="checkbox"/>	Stock state	<input checked="" type="checkbox"/>
Test call interval	<input checked="" type="checkbox"/>	Test call monitored	<input checked="" type="checkbox"/>
Type	<input type="checkbox"/>		
RF detector			
Battery change	<input type="checkbox"/>	Battery type	<input type="checkbox"/>
Manufacturer	<input type="checkbox"/>	Number	<input checked="" type="checkbox"/>
Serial number	<input type="checkbox"/>	Type	<input type="checkbox"/>

Save changes

You can select which fields you wish to define as mandatory.

1. Place a tick next to the data field you wish to define as mandatory .
2. Click **Save changes**.

Subscriber data and Device data now contain fields highlighted in yellow that must be completed before entries can be saved. See also *Section 13.11 Additional data, page 83*.

13.21 Co-operation partner list

The co-operation partner list contains all co-operation partners (organisations) that are connected to the service provider's LMS 7.

Co-operation partner list					Total records:5	Page(s) 1
					Add	
Organization	Contraction	Complete name	Access right	BG color RGB	FG color RGB	
Cross East	CE		Restricted	#0000FF	#000000	
Cross North	CN		Full Access	#0000FF	#000000	
Cross South	RK Leo		Full Access	#FF1100	#000000	
Cross West	CW		Full Access	#FFFFFF	#000000	
Organization Alpha	Alp		Full Access	#FFFFFF	#000000	
					Add	
					Page(s) 1	

To obtain further information on a particular co-operation partner,

1. click the corresponding entry under **Organization**.

The following view appears:

Organization Alpha					
Organization	Organization Alpha	Logo available	No	Upload logo	
Contraction	Alp	Access right	Full Access		
BG color RGB	#FFFFFF	FG color RGB	#000000		
Name		Phone			
Street/Number		ZIP/City			
Welcome message	Welcome to Organization A in region South	Print remark			
				<< Back	
				Save	

To make changes,

2. click in the appropriate text field and enter your changes.
3. Click **Save**.

13.21.1 Adding a co-operation partner

To add a new co-operation partner,

- click the **Add** button.

The following view appears:

New Co-operation partner			
Organization	<input type="text"/>	Logo available	<input type="checkbox"/>
Contraction	<input type="text"/>	Access right	<input type="text" value="Restricted"/>
BG color RGB	<input type="text" value="#FFFFFF"/>	FG color RGB	<input type="text" value="#000000"/>
Name	<input type="text"/>	Phone	<input type="text"/>
Street/Number	<input type="text"/>	ZIP/City	<input type="text"/>
Welcome message	<input type="text"/>	Print remark	<input type="text"/>
			<input type="button" value="Upload logo"/>
			<input type="button" value="Create"/>

Organization	Organisation for which this co-operation partner is active.
Logo	You can upload an organisation's logo and display the logo in Alarm handling. To upload a logo: <ol style="list-style-type: none"> 1. click Upload logo. 2. Select the appropriate image. 3. Click OK.
Contraction	Organisation's short form
Access right	Select the access right from the list box: Restricted or Full access ; see <i>Section 14 Verification, page 100</i>
BG color RGB	Background colour for the co-operation partner in Alarm handling
FG color RGB	Text colour for the co-operation partner in Alarm handling
Name	Surname and first name of the co-operation partner
Phone	Co-operation partner's telephone number
Street/Number	Address
ZIP/City	Address
Welcome message	Text that appears in Alarm handling when a subscriber for a co-operation partner triggers a call, e.g. Welcome to Organisation A.
Print remark	Entries in this field are printed on reports. For example, you can add a note showing who created the report.

1. Complete the text fields. The fields highlighted in yellow must be completed and the white fields are optional.
The **BG color RGB** and **FG color RGB** fields provide you with an option to define both the background colour as well as the font colour for this co-operation partner. The colour settings can be viewed in Alarm handling.
2. Click **Create**.
3. Click **Save**.

The co-operation partner is now saved in the LMS 7.

13.21.2 Co-operation partner management

It is possible to define organisation filtering. Only the alarm events of the visible organisations are displayed to the operators. This is done by defining per user the visible organisations. See *Section 13.3 New user, Page 73*.

13.22 Subscriber status

This provides you with an option to specify different subscriber statuses, from which data administrators can select.

Subscriber status	
	<div>Add</div> <div>Save</div>
Subscriber status	
Cancellation	Delete
New subscriber	Delete
Nothing meaningful	Delete
Prospective type A	Delete
Prospective type B	Delete
Special event	Delete
Subscriber	Delete
	<div>Add</div> <div>Save</div>

Adding a subscriber status

1. Click the **Add** button.
A new line appears at the end of the list.
2. Enter a new subscriber status.
3. Click **Save**.

The new subscriber status is now saved in the LMS 7.

Deleting a subscriber status

To remove a subscriber status from the LMS 7,

1. click **Delete**.
2. Confirm by clicking **OK**.

The subscriber status is deleted.

13.23 Device template

The device template provides you with the option to store programming data records for particular device types. The programming data records can be selected as pre-defined templates in **Device programming**, making the task of device documentation easier.

Device template		Total records: 2	Page(s) 1
		HTS 3100	Add
Identifier	Device type		
Default set 1	HTS 3100		
Default set 2	HTS 3100		
		Page(s) 1	

For more detailed information on particular device templates,

1. click the corresponding entry under **Identifier**.

A new window opens.

To make changes:

2. click in the appropriate text field and enter your changes.
3. Click **Save**.

Deleting a device template

To delete a device template,

1. click the corresponding entry under **Identifier**.
2. Click the **Delete** button.

A confirmation window is displayed.

3. Confirm by clicking **OK**.

The device template is deleted from the LMS 7.

Adding a device template

To add a device template,

1. Select the device driver for which you wish to define a new device template from the list box.
2. Click **Add**.

A new window opens.

3. Select the appropriate parameters from the checkboxes and list boxes or complete the text fields.
4. Click **Create**.
5. Click **Save**.

The new device template is available in the LMS 7.

13.24 Import/export template

This allows you to define templates for exporting data from the LMS 7 Professional database into CSV files, or for importing data into the LMS 7 Professional database. More detailed information is available from Bosch Security Systems technical support.

13.25 Deleting history

You can delete history data and voice files that are older than a particular time period.

Deleting history data

1. Select a time period from the **History data** list box.
2. Click **Delete**.
3. Confirm by clicking **OK**.

History data older than the time period entered is deleted from the LMS 7 Professional database.

Deleting voice files

1. Select a time period from the **Voice files** list box.
2. Click **Delete**.
3. Confirm by clicking **OK**.

Voice files older than the time period entered are deleted from the LMS 7 Professional database.

A message appears in red: **deletion is in progress**

It is not possible to start another deletion.

14

Verification

Verification allows the LMS 7 Professional users with verification rights to check newly created and modified subscriber and device data records for individual organisations. This means that modifications to subscriber or device data are only finally added to the database after confirmation by the users with verification rights for this organisation.

Co-operation partners can be created using the **Verification** or **Without verification** option. If a data record for a co-operation partner allowing **Verification** is modified, a message is always sent to users with verification rights for this organisation. The users with verification rights for this organisation can confirm or reject the modified data record.

You can restrict the modification right for individual organisations using

Administration -> Co-operation partner; see Section 13.21 Co-operation partner list, page 95.

▼ Verification
▶ Subscriber data
▶ Additional data
▶ Device data
▶ Subscriber data list
▶ Additional data list
▶ Device data list

Verification is divided into the following sub-categories:

- Subscriber data, see Section 14.1 Subscriber data, page 101.
- Additional data, see Section 14.2 Additional data, page 102.
- Device data, see Section 14.3 Device data, page 103.
- Subscriber data list, see Section 14.4 Subscriber data list, page 104.
- Additional data list, see Section 14.5 Additional data list, page 104.
- Device data list, see Section 14.6 Device data list, page 104.

**NOTICE!**

In each case, the organisation is informed as to whether the modified data has been confirmed or rejected; see Section 14.4 Subscriber data list, page 104.

 user2 Organisation Stuttgart ▶ Subscriber Data ▶ Device data ▶ Contacts ▶ History ▶ Administration ▼ Verification ▶ Subscriber data ▶ Additional data ▶ Device data ▶ Subscriber data list ▶ Additional data list ▶ Device data list ▶ Change Password ▶ Logout	Subscriber data list								
	Total records:2								1
	Subscriber No.	Organisation	Name	Zip	City	Street	House No.	Status	
	1000	Organisation A	Musterfrau, Gabriele	70173	Stuttgart	Luisenweg	20	Accepted	OK
	10	Organisation A	Ifrau, Ingrid	70180	Stuttgart	Seidelbaststr.	12	Accepted	OK
									1

Pressing the **OK** button removes the item from the list.

14.1 Subscriber data

The call centre service provider can view all modified subscriber data for co-operation partners, with restricted editing rights, using **Verification** -> **Subscriber data**.

BOSCH

user2

Organisation Stuttgart

Subscriber Data

Device data

Contacts

History

Administration

Verification

Subscriber data

Additional data

Subscriber data

Total records:2

< 1 >

Subscriber No.	Organisation	Name	ZIP	City	Street	House No.
1000	Organisation A	Musterfrau,Gabriele	70173	Stuttgart	Luisenweg	20
					Reject	Accept
10	Organisation A	lfrau,Ingrid	70180	Stuttgart	Seidelbastr.	12
					Reject	Accept
< 1 >						

To display the modifications made to subscriber data in detail,

► click the subscriber number.

A window is displayed containing the original data and the data modified by the organisation.

test beta5 b 1, 1 (889)

Close

Changed data

Subscriber number	889	Title	
Name	test beta5 b 1	First name	1
Street/No.		ZIP/City	6
Telephone 1		Telephone 2	
MobSec phone		MobSec test call interval	No supervision MobSec
MobSec device protocol			
Date of birth/Sex		female	Status
Connected from/to			Special event
Criteria			
Organization	Red Cross WeilDerStadt		
Location			

Original data

Subscriber number	889	Title	
Name	test beta5 b 1	First name	
Street/No.		ZIP/City	6

The modified data is framed in red.

To close the window,

► click **Close**.

The LMS 7 Professional service provider has an option to reject or confirm the modified data.

To reject the data,

► click **Reject**.

To confirm the data,

► click **Confirm**.



NOTICE! Newly created data is not framed in red. The **Original data** and **Changed data** fields correspond.

14.2 Additional data

The LMS 7 Professional service provider can display all additional modified subscriber data for restricted organisations using **Verification -> Additional data**.

BOSCH Additional data Total records: 1

Subscriber No.	Organisation	Name	ZIP	City	Street	House No.
1000	Organisation A	Musterfrau, Gabriele	70173	Stuttgart	Luisenweg	20

Reject Accept

1

To display the modifications made to additional subscriber data in detail,

- click the subscriber number.

A window containing the original data and the verified data is displayed.

Musterfrau, Gabriele (1000) Close

	Changed data	Original data
Medical indication		
Insuline	yes	yes
Medicine		
Type of contract	Plus	Plus
Insurance	AOK	AOK
Reference		
1st contact		
Name		
Street / nummer		
Zip code / Town		
Telephone		
Cell phone		
Comment		
1st service		

The modified data is compared.

To close the window,

- click **Close**.

The LMS 7 Professional service provider has an option to reject or confirm the modified data.

To reject the data,

- click **Reject**.

To confirm the data,

- click **Confirm**.

14.3 Device data

The LMS 7 Professional service provider can display all modified device data for restricted organisations by means of **Verification -> Device data**.

Device data						
Total records:3				1		
Device No	Organisation	Manufacturer	Type	Driver	SW version	Serial No
584002	Cross East	test beta5 b 2	Bosch HTS3100	Bosch HTS3100		
					Reject	Accept
584001	Cross East	Test for beta5 b	Bosch HTS3100	Bosch HTS3100		
					Reject	Accept
101	Cross East	Bosch	Bosch HTS3100			
					Reject	Accept

To display the modifications made to device data in detail,

► click the device number.

A window containing the original data and the verified data is displayed.

10

Close

Changed data

Device number	10	CLID	
Type	HTS 3100	Manufacturer	
Battery change		Battery type	
Serial number		HW/SW Version	
Device driver	HTS 62 A0.09	Connectivity	IP module
Acquired on		Leasing from/ to	
Organization	Red Cross WeilDerStadt	Owner	
Stock state	on stock	Repair from/ to	

Original data

Device number	10	CLID	
Type	HTS 3100	Manufacturer	
Battery change		Battery type	
Serial number		HW/SW Version	
Device driver	HTS 62 A0.09	Connectivity	Analogue line to DSL/cable modem
Acquired on		Leasing from/ to	
Organization	Red Cross WeilDerStadt	Owner	
Stock state	on stock	Repair from/ to	

The modified data is framed in red.

To close the window,

► click **Close**.

The LMS 7 Professional service provider has an option to reject or confirm the modified data.

To reject the data,


► click **Reject**.

To confirm the data,

► click **Confirm**.

14.4 Subscriber data list

This displays all modified subscriber data for restricted organisations with their status. You can see at a glance which subscriber data has been confirmed and which has been rejected or not yet verified. Pressing the **OK** button removes the item from the list.

<div>  BOSCH </div> <div>Subscriber data list</div> <div>Total records:2 < 1 ></div>									
<div>user2</div> <div>Organisation Stuttgart</div> <div>Subscriber Data</div> <div>Device data</div> <div>Contacts</div> <div>History</div> <div>Administration</div> <div>Verification</div> <div>Subscriber data</div> <div>Additional data</div> <div>Device data</div> <div>Subscriber data list</div> <div>Additional data list</div> <div>Device data list</div> <div>Change Password</div>	Subscriber No.	Organisation	Name	Zip	City	Street	House No.	Status	
	1000	Organisation A	Musterfrau, Gabriele	70173	Stuttgart	Luisenweg	20	Accepted	OK
	10	Organisation A	M. Frau, Ingrid	70180	Stuttgart	Seidelbaststr.	12	Accepted	OK
	< 1 >								

14.5 Additional data list

This displays all modified additional subscriber data for restricted organisations together with its status. You can see at a glance which data has been confirmed and which has been rejected or not yet verified.

<div>  BOSCH </div> <div>Additional data list</div> <div>Total records:1 < 1 ></div>									
<div>user2</div> <div>Organisation Stuttgart</div> <div>Subscriber Data</div> <div>Device data</div> <div>Contacts</div> <div>History</div> <div>Administration</div> <div>Verification</div> <div>Subscriber data</div> <div>Additional data</div> <div>Device data</div> <div>Subscriber data list</div> <div>Additional data list</div> <div>Device data list</div> <div>Change Password</div>	Subscriber No.	Organisation	Name	ZIP	City	Street	House No.	Status	
	1000	Organisation A	Musterfrau, Gabriele	70173	Stuttgart	Luisenweg	20	Changed	
	< 1 >								

14.6 Device data list

This displays all modified device data for restricted organisations together with its status. You can see at a glance which device data has been confirmed and which has been rejected or not yet verified.

<div>  BOSCH </div> <div>Device data list</div> <div>Total records:1 < 1 ></div>							
<div>user2</div> <div>Organisation Stuttgart</div> <div>Subscriber Data</div> <div>Device data</div> <div>Contacts</div> <div>History</div> <div>Administration</div> <div>Verification</div> <div>Subscriber data</div> <div>Additional data</div> <div>Device data</div> <div>Subscriber data list</div> <div>Additional data list</div> <div>Device data list</div> <div>Change Password</div>	Device No.	Organisation	Manufacturer	Type	SW version	Serial No.	Status
	1000	Organisation A	BOSCH	HTS3100	92.23	40487389123	Changed
	< 1 >						

15 Password and logout

15.1 Changing a password

You have an option to change your password.

1. Click **Change password**.

The following template is displayed:

Change password	
Old password	<input type="password"/>
New password	<input type="password"/>
Confirm password	<input type="password"/>
<input type="button" value="Save changes"/>	

2. Enter your current password.
3. Enter your new password.
4. Enter your new password again.
5. Click **Save changes**.

The following confirmation text is displayed: **Your password has been successfully changed.**



NOTICE!

An error message is displayed if the new password and the confirmation do not correspond, or if the entry for the old password is not identical to your current password.

15.2 Logout

To terminate Data administration for the LMS 7,

- click **Logout**.

You are logged out of LMS 7.

16 Error messages

16.1 No data received

Meaning

Connection between caller and LU1223 cannot be established.
The handling of this call cannot be performed.
The Carephone will send a new call.

Possible causes

- Phone call
- Unsupported Carephone protocol
- Incorrect transmission

In case of a successful transmission from the Carephone after an unsuccessful transmission, this error message can be ignored.

Solutions

- Ascertain which Carephone is involved; check, for example, the **CLI Info** in **History**.
- Take contact with the customer / subscriber.
- Check the connection of the Carephone; or proceed with a standard replacement of the Carephone.

16.2 PTU failure

Meaning:

Connection between the CTI server and LU1223 is not available.
Handling of emergency calls on this LU1223 is not possible.

Solutions

- Check the LAN cable of the LU1223.
- Check the power supply of the LU1223.
- Perform and handle a test alarm through this LU1223.
- If this is unsuccessful, restart the CTI-server application.
- If this is unsuccessful, inform Bosch ST and close CTI server.

When the CTI server is closed, no more call will be received. Therefore, the user must check that another call centre will receive and handle these calls.

16.3 Line failure

Meaning:

Connection between the LU1223 and the PBX cannot be established, due to a line problem.
Call handling is not possible with this line.
When the message **Line restore** appears, then this error message can be ignored.

Solutions

- Check the status (LED) of this LU1223.
- Check the phone connection between the LU1223 and the telephone system.
- Restart the LU1223.
- Perform and handle a test alarm.
- If this is unsuccessful, restart the CTI-server application.
- If this is unsuccessful, inform Bosch ST.

When the CTI server is closed, no more call will be received. Therefore, the user must check that another call centre can receive and handle these calls.

16.4 Database error

Meaning:

Access to the SQL database cannot be established.
Call handling (emergency calls, phone calls) is not possible.

Possible causes:

SQL server is not running. Current charge on the SQL server is too high.

Solutions

- Check the availability of the SQL server service.
- Restart the service.
- Perform and handle a test alarm.
- If this is unsuccessful, restart the CTI-server application.
- If this is unsuccessful, inform Bosch ST and close CTI server.

When the CTI server is closed, no more call will be received. Therefore, the user must check that another call centre can receive and handle these calls.

16.5 PBX middleware link error or PBX middleware CAP link error

Meaning:

Connection between the CTI server and PBX middleware or between PBX middleware and CAP software is not available. These error messages only appear in case of an activated CTI option. In this case, the following functionalities are not available anymore :

- reaction to a receiver that has dropped down.
- recognition that a connection to an external extension is lost.
- suppression of busy tones, therefore leading to a busy tone contagion.

Solutions

- Connection between the CTI server and PBX middleware or between PBX middleware and CAP software has to be restarted:
 - Restart PBX middleware
 - Perform and handle a test alarm.
- If this is unsuccessful, inform Bosch ST.

16.6 PBX out of service

Meaning:

PBX is out of service or the link between CAP software and PBX is not available.
Call handling with system phones (emergency calls, outgoing and incoming calls) is not possible. This error message only appears in case of an activated CTI option.

Solutions

- Use an alarm handling station with a headset.
- If necessary, the configuration of the alarm handling workstations has to be changed from system phone to headset. After restart of the CTI server software, the alarm client software has to be restarted.
- Perform and handle a test alarm.
- If this is unsuccessful, inform Bosch ST and close CTI server.

When the CTI server is closed, no more call will be received. Therefore, the user must check that another call centre can receive and handle these calls.

16.7 No server

When the CTI server is disconnected or is restarted, then the message **No server** appears on the status bar. In this case, the CTI server has to be restarted.

You will then get the normal status bar message **Connected with server** back.

16.8 SIP registration

When the SIP registration information, which is only visible in case of an IP Carephone support, appears in red, then the user is not registered in the SIP server anymore. The user has to contact the system administrator.

16.9 Lost IP call connection

When a SIP voice connection is lost, the call event will have a red background. To re-establish the voice connection, the user has to park the call and accept the call again.

16.10 Exclamation mark in alarm list

In case of a call not being handled completely by the CTI server within the expected time, the concerned event will appear with an exclamation mark next to it. Note that not all information is available. Depending on the status of the event, it can happen that the event cannot be handled in the alarm client. The system has to be restarted if the calls cannot be handled.

16.11 Weak signal SMS modem

The SMS functionality is not working.

Solution:

- Check why the signal is weak.
 - Try another location for the antenna and check in the CTI server the GSM signal strength.
- If this is successful, then you will get a confirmation message.

16.12 Connection failure SMS modem

The LMS 7 is not able to receive or send SMS anymore.

Solutions

- Please read the additional hints in the details of the error message.
- Check the SMS modem functioning & connection
- If not successful, replace the SMS modem.

If this is successful, then you will get a confirmation message.

16.13 SMS modem without GSM network

The LMS 7 is not able to receive or send SMS anymore.

Solutions

- Please read the additional hints in the details of the error message.
- Try another location for the antenna and check in the CTI server the GSM signal strength.
- Check the function of the SMS modem (SIM card and PIN)
- Replace the SMS modem

If this is successful, then you will get a confirmation message.

17

Technical Recommendations

- No other software applications, other than installed by Bosch authorized technical staff, are allowed to be installed on the server hardware.
- No other software applications, which are using the sound card, are allowed to be installed on the operator Alarm client hardware PC.
- Alarm client software shall be installed as back-up on the CTI server.
- Be sure that you have a good physical connection between all cables of the parts of the system
- Clean the fan of CTI server from time to time, at last once per year.
- Clean the mouse from time to time, at last once per year.
- Replace the hard disk of the CTI server from time to time, at last once every two years.
- Mark the Alarm printer with: "Don't switch off".
- It is recommended to use a UPS (Uninterruptible Power Supply) for all system parts (PC, CTI server) and also for network equipment, announcement modules, etc.

Index

A

- Actions 13, 18, 47, 66, 90
- Activity monitor 10
- Additional applications 14, 31
- Additional subscriber data 13, 20, 83
- Administration 71
- Administration events 69
- Administration workstation 9
- Alarm events 67
- Alarm handling 9
- Alarm handling workstations 9
- Alarm list 16
- Alarm printing 14, 31
- Alarm summary 18
- Alarm system 11
- All events 70
- Analysis 62, 74
- Assigning a contact 64
- Assigning a subscriber as contact 64
- Assignment 43, 74
- Away reminder 21

C

- Call balancing 77
- Call filtering 78
- Call forwarding 80
- Call handling 14, 26
- Call history 13, 19
- Call trigger 19, 34
- Carephone 9
- Checkboxes 10
- Clock 34
- Connection failure SMS modem 108
- Contact handling 63
- Co-operation partner 8
- Creating a new contact 23
- Creating a subscriber 50
- Criterion 39, 41
- CTI server 9
- Current call events 67

D

- Data administration 37
- Data administrator 74
- Data error 106
- Data exchange 8
- Data records 37
- Database error 107
- Deleting a contact already assigned 64
- Device core data 52
- Device data 13, 24, 51
- Device functions 15, 16, 31
- Device history 13, 25
- Device template 98
- Dial button 10, 42, 63
- Display field 13
- Document bar 12, 18
- Drop-down list 85

E

- Emergency call button 10
- Emergency call template 12

- Error messages 106
- Events 88
- Exclamation mark 108

F

- Field type 84
- Follow up 22
- Forwarding 15, 28
- Full-duplex voice 29

H

- Half-duplex voice 29
- Handling of Incoming and Outbound phone calls 30
- Header 84
- History 46, 53, 65, 99
- History data 99

I

- Import/export 75, 99
- Information field 12

K

- Key 48
- Key events 68
- Key management 13, 23
- Keysafe 82
- Keysafe list 81

L

- Line failure 106
- Link 45, 83
- Link phone-workstation 92
- Link text 86
- List boxes 10
- Login 10, 37
- Logout 10, 105

M

- Maintenance call 62
- Mandatory fields 94
- Map 13, 22, 89
- Mobile Security 32
- Modifying and deleting a contact 64

N

- New header 84
- New role 76, 77
- New user 73
- No data received 106
- No server 108
- Note 12, 45, 52

O

- Operator 74
- Operators 7
- Option buttons 10
- Organisation 7, 13

P

- Paging 40
- Parking a call 28
- Password 11, 36, 105
- Phone-workstation 75
- Pre-defined rights 76
- Printing 40
- Programming 55

PTU failure 106

R

Reason 13, 18, 91

Reminder events 68

Remote programming 31

Remote programming request 55

RF detector 9, 10, 59, 60

Role 74, 75

S

Scheduler 93

Search filter 39

Service call 10

Simulation 34, 75

SMS 12

SMS modem without GSM network 108

Sorting 40

Sound properties 35

Status bar 14

Subscriber core data 42

Subscriber notes 13, 21

Subscriber status 97

System administrator 7, 11, 72, 74

System components 9

System events 70

T

Table header 19, 25, 46

Talk button 15

Technical Recommendations 109

U

User interface 12

User list 38, 72

User name 11, 72

V

Verification 75, 100

View 39

Voice files 99

Volume 15, 27

W

Warning events 69

Weak signal SMS modem 108

Welcome text 8, 13, 19

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