



# Symmetry™ Alarm Management

View, Acknowledge and Respond to Alarms

[www.amag.com](http://www.amag.com)

## System Overview

The Symmetry Alarm Management features of the Security Management Software (SMS) enable security guards or other personnel to view, acknowledge and respond to alarms, such as a door being forced open, an alarm sensor being triggered, or a card reader being used at an unauthorized time. All alarms, are displayed in an easy-to-use Alarm screen. The Alarm screen enables all alarms, no matter how or where they have been generated, to be managed from a common user interface.

A unique set of instructions can be set up for each alarm that clearly explains the actions the guard or other security operator should take when an alarm occurs. Comments can also be entered or selected during alarm acknowledgement. These features speed up and simplify the process of acknowledging alarms and enable full recording of important information.

## Key Features

- Saves time by displaying all alarms in a common user interface
- Customizable acknowledgement instructions ensure proper response to alarms
- Alarms can be routed to different PCs, e.g. depending on time of day, and alarm escalation
- Alarm filters provide easy segregation of alarm types
- Alarm commands allow control of external hardware
- Full historical reporting of alarms and actions
- Maps can show the locations of alarms
- CCTV replay of alarm incidents directly from the alarm (requires Digital Video Management option)
- Optional integration with Intrusion Detection Systems
- XML Open Integration Module allows alarm data to be exchanged with external systems
- Display stored badge photo of person who caused the alarm

## Specifications

### Alarm Screen

- Specifies who caused each alarm, the type of alarm, where the alarm occurred and the time
- Alarms are ordered according to status and a priority of between 1 and 999
- Four Colors indicate the alarm status (unacknowledged, acknowledged but still active, and uncleared)
- Optionally, card-related alarms can include the card number
- Over 100 types of alarms can be monitored
- Optional display of alarm statistics
- Up to 10 customizable alarm filters allow display of alarms in different tabs

### Alarm Acknowledgement

- Alarms can be acknowledged and cleared from the Alarm screen or map
- Instructions can be different for the same alarm at different locations
- Comments can be typed, or selected from a list
- Previous comments can be viewed while acknowledging
- Alarm comments can be saved or cleared when alarm clears

### Maps

- A map showing the location of the selected alarm can be displayed
- Maps can be displayed automatically when alarms occur
- For further information, see the Graphical Map Interface Data Sheet

WHO	WHAT	WHERE	TIME	DATE
Jackson	Emily, S	Not Yet Valid	12:23	07/07/2003
Smythe	Justin, G	Inactive	12:22	07/07/2003
		Monitor Point In Alarm	12:20	07/07/2003
Jones	William, J	Cardwatch	12:19	07/07/2003
		Door Held Open	12:16	07/07/2003
		Door Held Open	12:12	07/07/2003
Brown	Kelly	Card Expired	12:11	07/07/2003
		Monitor Point In Alarm	12:10	07/07/2003
		Door Forced	12:16	07/07/2003
White	Sam, D	At Wrong Door	12:07	07/07/2003
		Front Entrance		



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## Commands

- Alarm commands can be executed during alarm acknowledgement (e.g. to Control Video display)
- Commands can be different for the same alarm at different locations

## Reports

- The Activity report provides details of selected historical alarms and events
- See the Reporting Features Data Sheet for further information

## Alarm Routing and Setup

- Alarms can be routed to different client PCs, depending on time, day of week and holidays
- The same alarms can be routed to more than one client PC
- Automatic alarm re-routing (escalation) if not acknowledged within a specified period of time
- Alarms can be routed to email to selected recipients through Microsoft® Outlook®
- Global Edition can route alarms to a central site (see Global Edition Data Sheet)
- Messages can be categorized as alarms, or events for logging only (not shown in Alarm screen)
- Alarms can be copied to a different site during specified periods

## Alarm Announcement

- All alarms are displayed in the Alarm screen and optional maps
- The Status bar and Login screen show the alarm totals and priority of the highest-priority alarm
- An optional "New Alarm" message in the main window indicates unacknowledged alarms
- The wave file associated with latest alarm gives an audible warning
- A Silence button enables the last sound issued to be silenced

- Icon in the Status bar indicates alarms unacknowledged alarms
- Alarms can be printed automatically as they occur at selected client PCs
- Card holders can issue "duress" code at readers to indicate forced entry

## Integration

- System can handle alarm messages from Zenitel Stentofon® intercom systems, Topguard® Guarding Systems and DMP/DSC® intruder/fire systems (requires appropriate options)
- Recorded video clips can be played back from Alarm screen, maps and reports (requires Digital Video/CCTV option)
- See separate data sheets for additional information:
  - Graphic Map Interface
  - Threat Level Manager
  - Reporting Features
  - Optional Modules
  - Card Holder Features
- XML Open Integration Module allows exchange of alarm data

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