

# Mobile Engineers Guide

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## Logging-on to TOUCH Mobile

Access to this service is via the URL supplied to your company or via the link on [smc-net.co.uk](http://smc-net.co.uk)

To log-on, enter **en\_** or **en** followed by your Service Company number for example, **en\_xxx** or **enxxx** in the **User Name** field. Enter your Engineer Code as the password and click **Sign In**.

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## Viewing your Alarm Systems

Search for your customer's premises by **CS number**, **Alt ID** or **postcode**. Use the down arrow to select the field you wish to search. Once selected, click **Go**.

The data entry field must contain the complete field reference before the system details will be displayed. Should multiple systems exist with identical postcodes, all systems will be listed. You will only have visibility of sites owned by your Service Company.

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Click on the required system to select it.

	CS No	Alt ID	Site Name	City	Post Code
Select	TOUCH1	GW TEST	TOUCH MOBILE 1 NOTTINGHAM	NG2 3EJ	
Select	TOUCH2	-	TOUCH MOBILE 2 NOTTINGHAM	NG2 3EJ	
Select	TOUCH3	TOUCHTEST3	TOUCH MOBILE 3 NOTTINGHAM	NG2 3EJ	

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Check the details to ensure that you have the correct system. You are now provided with 3 options:

1. View Event History
2. Set Test
3. Sites & Systems

[Logout](#)

**Site:** TOUCH MOBILE 1  
**Address:** 1 HIGH STREET  
 ARNOLD  
**City:** NOTTINGHAM  
**PostCode:** NG2 3EJ  
**Tel 1:** 08448791703  
**Tel 2:** 01159865086  
**CS No:** TOUCH1  
**Type:** Digital Communicator  
**Contract No:** GW TEST

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**Event History** ▶

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**Set Test** ▶

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**Remote Reset** ▶

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**Sites & Systems** ▶

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### View Event History

Clicking **Event History** displays the system history.

[Refresh](#) [Logout](#)

Date/Time	Zone ID	Event ID	Description	Additional Info	Comment
11/06/2013 04:20 PM		3035	ON-TEST EXPIRED	Cat: E1	
11/06/2013 03:20 PM		ONTEST	PLACED ON TEST		Cat: E1 Expires: 11/06/2013 16:20:00 All Zones
31/05/2013 02:47 PM		CLTEST	CLEAR TEST		Cat: E2
31/05/2013 02:34 PM		ONTEST	PLACED ON TEST		Cat: E2 Expires: 31/05/2013 16:34:00 All Zones
22/05/2013 02:44 PM		3035	ON-TEST EXPIRED	Cat: E1	
22/05/2013 01:44 PM		ONTEST	PLACED ON TEST		Cat: E1 Dddd Expires: 22/05/2013 14:44:00 All Zones
15/05/2013 10:18 AM		CLTEST	CLEAR TEST		Cat: E1
15/05/2013 10:14 AM		ONTEST	PLACED ON TEST		Cat: E1 On test Expires: 15/05/2013 11:14:00 All Zones
30/04/2013 03:58 PM		CLTEST	CLEAR TEST		Cat: E1
30/04/2013 03:56 PM		ONTEST	PLACED ON TEST		Cat: E1 Expires: 30/04/2013 16:56:00 All Zones

[12345Next](#)

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**Site Details** ▶

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**Set Test** ▶

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**Remote Reset** ▶

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**Sites & Systems** ▶

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### Set Test

Clicking **Set Test** displays the **Place Site on Test** screen.

**Place Site on Test**

Test Category:

Effective Date/Time:

Expire Date/Time:

Comment:

**Place On Test**

**Log EvHist Comment**

**Site Details**

**Event History**

**Remote Reset**

**Sites & Systems**

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### Test Category

This screen allows you to place the system on test for 1 or 2 hours by selection within the 'Test Category' field.

After selecting the required test period the **On Test** and **Off Test** times will be displayed in their respective fields and you may add comments that will be written in system history.

The **Comment** field is often used to create a marker in system history to identify the point at which the system was placed on test and to clearly identify the test results that followed it.

The **Set Test** option may also be used to set a marker in system history for a system that is already on test.

**Place Site on Test**

Test Category: **ENGINEER TEST - 1 Hour**

Effective Date/Time: 19/06/2013 12:25

Expire Date/Time: 19/06/2013 13:25

Comment: XXXXXMARKERXXXXX

**Place On Test**

**Log EvHist Comment**



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Viewing event history confirms a remote reset has been issued to an engineer.

Date/Time	Zone ID	Event ID	Description	Additional Info	Comment
19/06/2013 01:13 PM		HC	History Comment		Remote Reset Generated via Touch Mobile
19/06/2013 12:30 PM		ONTEST	PLACED ON TEST	Cat: E1 XXXXXMARKERXXXXX	Expires: 19/06/2013 13:30:00 All Zones
11/06/2013 04:20 PM		3035	ON-TEST EXPIRED	Cat: E1	
11/06/2013 06:00 PM		ONTEST	PLACED ON TEST	Cat: E1	Expires: 11/06/2013 12:00:00 All Z

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### Sites & Systems

Clicking the **Sites & Systems** option returns you to the list of systems available to you - corresponding with the initial system details entered upon accessing TOUCH Mobile.

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### Logging Off TOUCH Mobile

Click the **Logout** option as displayed to the top right of every screen.

You will be logged out of TOUCH Mobile after 15 minutes of inactivity.

## Getting in touch...

### Sales HUB

T 0844 879 1702 (Opt 1)

E sales@smc-net.co.uk

[www.smc-net.co.uk](http://www.smc-net.co.uk)

 @securitymonitoringcentres

### Administration

T 0844 879 1704

E data-changes@smc-net.co.uk

Opening hours:  
08:30-17:00 (Mon - Fri)

### Operations

T 0844 879 1703

E csm-nott@smc-net.co.uk

Opening hours:  
24/7

