Mobile Engineers Guide

Logging-on to TOUCH Mobile

Access to this service is via the URL supplied to your company or via the link on <u>smc-net.co.uk</u>

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**.

Sign In

User name:

Password:

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.



Click on the required system to select it.







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

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Site: TOUCH MOBILE	E 1
Address: 1 HIGH STREET	Г
ARNOLD	
City: NOTTINGHAM	
PostCode: NG2 3EJ	
Tel 1:08448791703	
Tel 2:01159865086	
CS No: TOUCH1	
Type: Digital Commun	icator
Contract No: GW TEST	
Event History	>
Set Test	Ы
000 1000	
Remote Reset	
Sites & Systems	

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View Event History

Clicking Event History displays the system history.

Date/Time Zone ID Event ID Description Additional Info Comment 11/06/2013 04:20 PM 3035 ON-TEST EXPIRED Cat: E1 E				
11/08/2013 04:20 PM 3035 ON-TEST EXPIRED Cat: E1 11/08/2013 03:20 PM ONTEST PLACED ON TEST Cat: E1 Expires: 11/08/2013 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 31/05/2013 02:34 PM ONTEST PLACED ON TEST Cat: E2 22/05/2013 02:34 PM ONTEST PLACED ON TEST Cat: E1 22/05/2013 02:44 PM 3035 ON-TEST EXPIRED Cat: E1 22/05/2013 01:44 PM ONTEST PLACED ON TEST Cat: E1 22/05/2013 10:144 PM ONTEST PLACED ON 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 Site Details Site Details Set Test Set Test				
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Remote Reset				
Sites & Systems				





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Set Test

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

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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					



Use the **Refresh** option to refresh the screen after sending test signals.

D	ate/Time	Z	one ID	Event ID	Description	Additional Info	Comment
22/05/2	012 03:15	PM	3	2000I	RESTORE INTRUDER ZONE	Manual Entry (Oper 2155)	equipment type: Intruder
22/05/2	012 03:14	PM	3	1322	INTRUDER (AA)(NP)	Manual Entry (Oper 2155)	equipment type: Intruder
22/05/2	012 03:13	PM		ONTEST	PLACED ON TEST		Cat: E2 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Taking System Off -Test

Clicking Set Test for a system that is already on test will present the option of taking the system off test as displayed.

To take a system off test, click Clear Test.

New Systems

When testing and commissioning new systems, normal commissioning procedures must be followed.

Please call the commissioning desk via your normal designated number, to confirm test results and take new systems off test.

Sites & Systems

Clicking the Sites & Systems option returns you to the list of systems available to you in relation to your initial search.

Sites & Systems

Clicking Remote Reset displays the Remote Reset screen. Enter the panel-generated reset code from the customer's premises.

Click Generate Remote Reset and the corresponding code will be displayed.



Remote Reset

Reset Type: TECHNISTORE (128) Enter User Code: XXXXXX Generate Reset Code Reset Code Site Details Set Test **Event History** Sites & Systems



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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	
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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.

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



@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











