



EMCS

ENGINEER MOBILE PORTAL GUIDE



Version 1.2 | EMCS

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Brief Introduction

SmarTest is the latest innovation from emcs giving engineers the ability to place sites on and off test and view results without making a call to the control room.

In addition the following features are available:

-  View keyholders
-  Path status
-  Signalling type information
-  Phone number link to auto call
-  Postcode with links to interactive map
-  Remote resets

Getting Started

A modern smart phone or tablet is required to view the application correctly. N.B. Windows 7.5 or below phones will not work correctly with the application. The more modern windows 8 phones work correctly with the application.

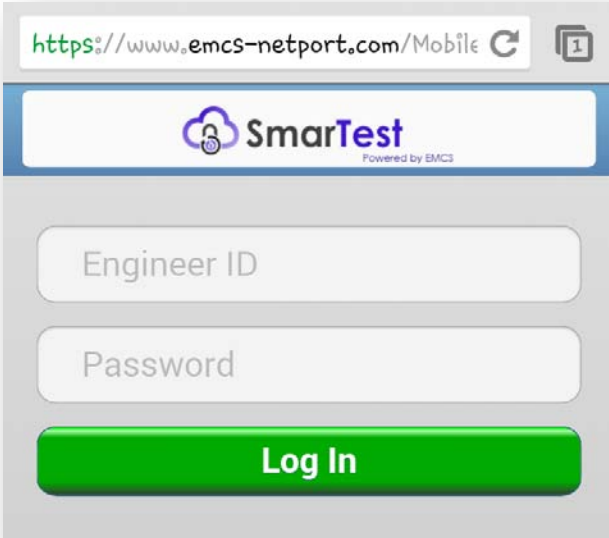
We will provide an Internet address (<https://www.emcs-netport.com/mobile>) with which to access the SmarTest Mobile site. In order to access the system, you will need a valid Engineer Number and Password. In order to access a customer record you will need to know the Contract Number of the Customer in question however the site name is also searchable.

Using the System

Please enter the following URL into the address bar on the Mobile Browser:

<https://www.emcs-netport.com/mobile>

You will be presented with the logon screen:



The screenshot shows a mobile browser interface. The address bar at the top displays the URL <https://www.emcs-netport.com/Mobile>. Below the address bar is a header with the SmarTest logo and the text 'Powered by EMCS'. The main content area contains two input fields: 'Engineer ID' and 'Password'. Below these fields is a large green button labeled 'Log In'.

Login Screen

Enter your credentials into the boxes provided, the credentials required for SmarTest are the engineers ID (which will need to be provided by emcs) and their password then press the 'Log In' button.

****After a period of 30 minutes of inactivity the user will now be logged out.****

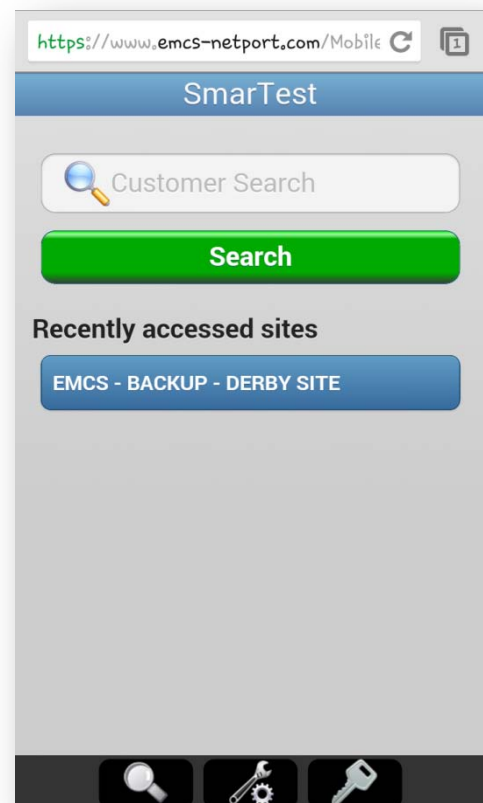
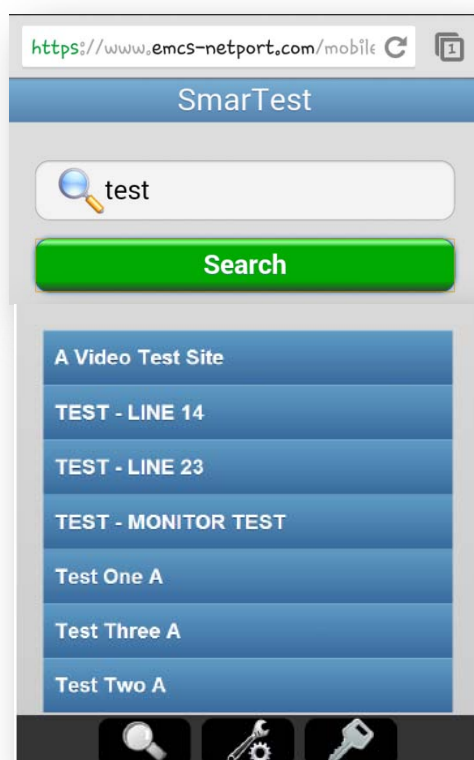
Search Screen

If you have used the application before you will be presented with up to five recently accessed sites to allow you quick access to them.

The Customer Search box will search up to four different areas of customer information depending on the setup chosen by the Alarm Receiving Centre.

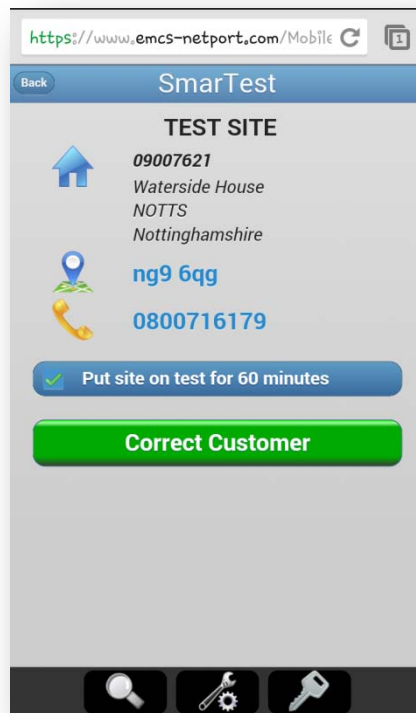
These four areas are the Customer Name, Post Code, Contract Number or Phone Number.

Enter one of the four searchable criteria into the box provided and press the Search button. You will be presented with a list of matching sites. If there are more results, than can fit on the page, then you can scroll down the page to see them.



Select the row for the customer you wish to access and you will be taken to the confirm customer screen.

Confirm Customer Screen



Check the details to ensure this is the customer you wish to access. If this is the correct, the Correct Customer button and you will be taken to the Home screen for that customer. If this is not the correct site you can press the Back button located in the top left corner of the screen, or Search Menu button located in the top left corner with a looking glass icon to search for a different site.

The post code for the customer provides a link to a map for that post code.



The phone number for the customer provides a link to call that number from the device. If the device supports making phone calls.



If no part of the customer is will be given the option to put configured period with a

out of service you the site on test for a maximum of 12 hours.

The period of time and whether the option is automatically selected are governed by your engineer settings. Please see the section on the Engineer Settings Screen for more details.



Home Screen

The Home screen can contain the following sections:

On/Off Test:

This shows you the current on/off test state of the customer and allows you to put the customer on test, or bring the customer back into full service. If only the full customer record is on test, only by the engineer and it is due to enter full service within 60 minutes a countdown will be shown on the home screen. Depending on which parts of the customer record are on test you can be taken to this screen, or the List of Out Of Service Entries screen, or the New On Test screen, when pressing the on/off test link.

Post Code Link:

This allows access to a map with the post code location selected.

Phone Link:

This allows access to call the customer phone number if the device supports making phone calls.

Statuses:

This shows the number of outstanding statuses for the customer. Currently this shows devices that are not restored and transmitter paths which are in fault.

Notes:

This section will be available if there are any customer notes to view.

History:

This provides access to the signalling history for this customer. It will show the number of history entries that have come in since you opened the customer record or last viewed the history for the customer, whichever is the later of the two.

Remote Reset:

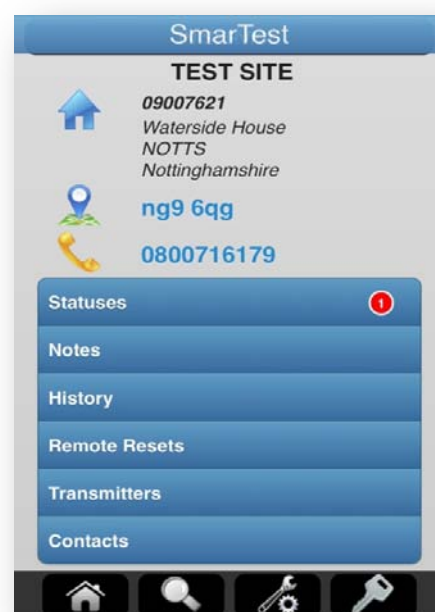
This allows you to produce a remote test anticode for the given remote reset configured on the alarm panel.

Transmitters:

This provides access to details about the transmitters configured on this customer.

Contacts:

This provides access to a list of contacts for this customer record.



Footer Menu



The footer menu will be display on all pages except for the login page. It has three options that are always present and one that is only present if a customer has been selected.

Working from left to right, the **first** icon is the Home link, which will be present if a customer has been selected. This will take you back to the customer home screen.

The **second** is the Search link. This will take you to the Search screen.

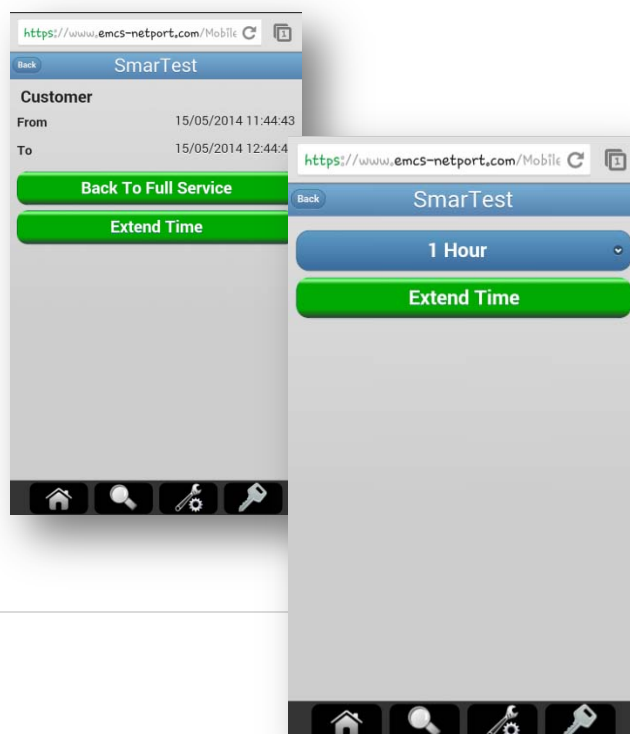
The **third** is the Settings link. This will take you to the Engineer Settings screen.

The **forth** is the Log Out link. This will take you to the Log Out screen.

N.B. If the search link or log out links are selected while you have access to a customer record you may be presented with the Exit Customer screen, before being allowed to go to the screen you requested.

On Test Details Screen

This shows the details of the on test entry for the customer. You will also be alerted to any status issues. You can put the entry back to full service or extend the on test time.



Extend Test Screen

Choose the amount of time to extend the on test entry by and then press the 'Extend Time' button.

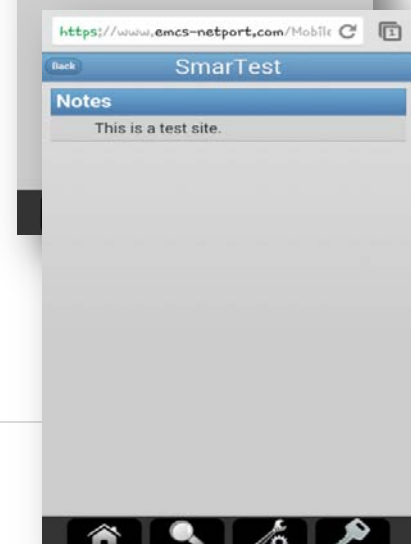
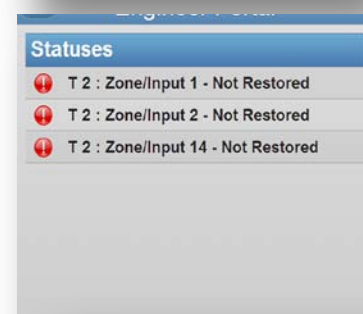
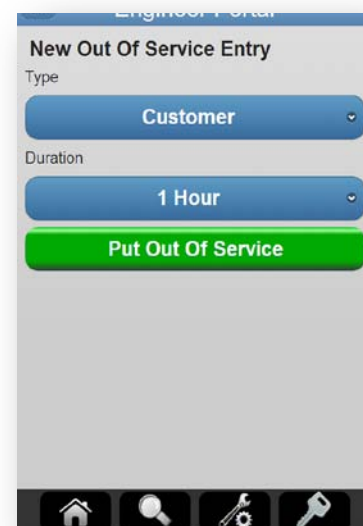
New On Test Screen

Choose the part of the customer site you wish to put on test and the duration you wish to put that part on test for. Then press the Put 'Out Of Service' button.

Statuses Screen

This will show a list of status alerts for the customer. Currently it will only show devices that are not restored and transmitter paths that are in fault.

Notes Screen

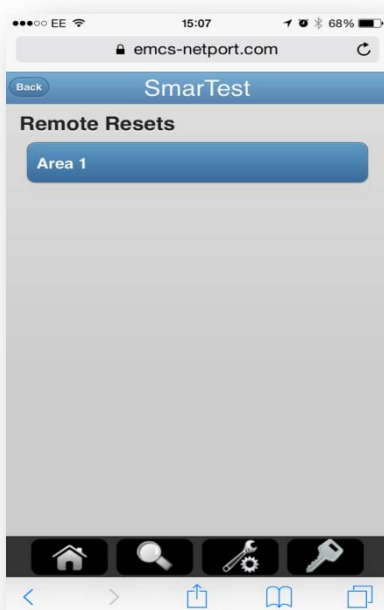
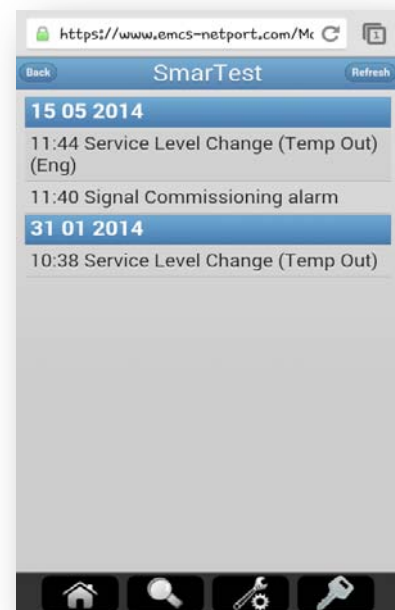


This will show the customer notes that are set by the Alarm Receiving Centre.

History Screen

This will show a list of signalling history events for the customer. Any entries that happened after the site was accessed by the engineer, or the engineer last viewed the history, will be highlighted.

To see previous entries scroll down the screen.



Remote Reset Areas List Screen

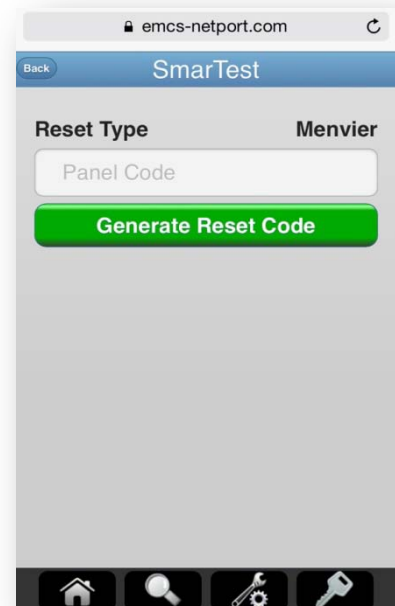
This shows a list of areas that have remote resets available on them. Selecting an area will take you to the Remote Reset Screen

Remote Reset Screen

If the alarm panel has been configured with a remote reset module, it is possible to generate anti-codes by selecting the Remote Reset option.

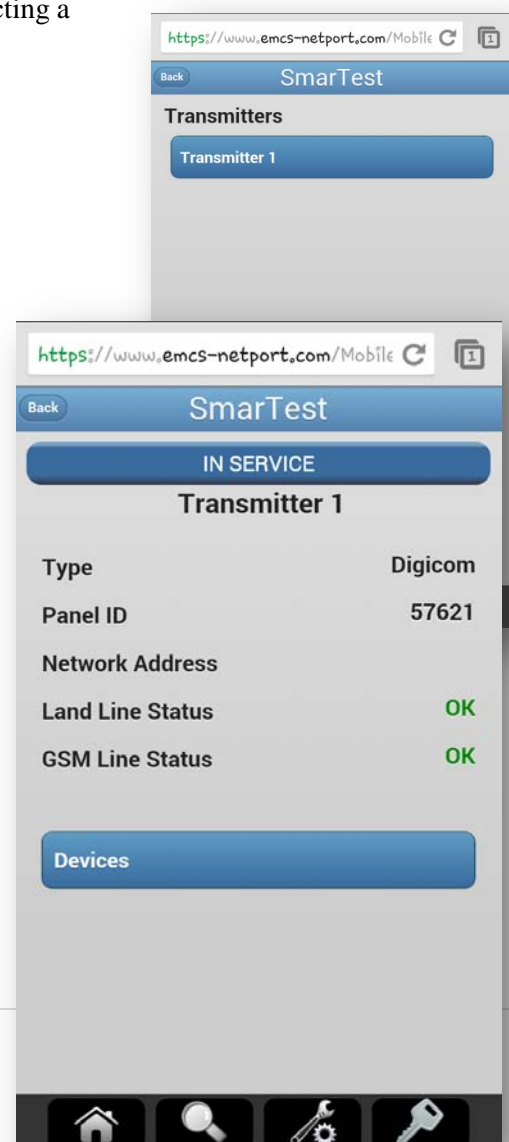
The remote Reset type will be selected automatically from the customer's details at the Alarm Receiving Centre, and you will be requested to enter the panel code as it is displayed on the Alarm Panel.

Once you press the Generate Reset Code, you will be provided with the code to enter into the panel to enable it to reset.



Transmitter List Screen

This shows a list of transmitters for the customer. Selecting a transmitter will take you to the Transmitter screen.



Transmitter Screen

This provides key transmitter information. Including the line statuses that are known.

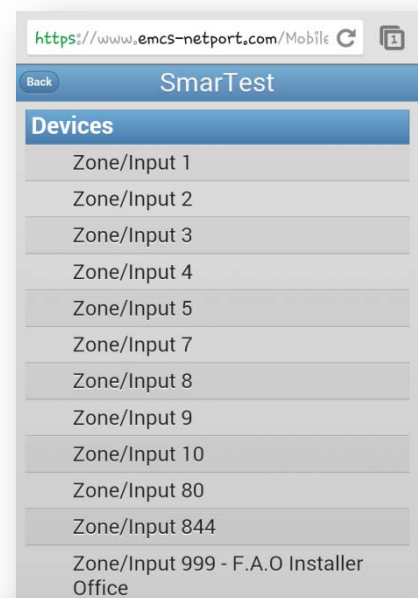
The list of devices that are associated with this transmitter are accessible via the Devices link. This will take you to the Devices screen.

In addition this screen can also provide access to the Reverse Commands page. This is dependent on whether the transmitter in question supports Reverse Channel Commands and whether or not the Alarm Receiving Centre has granted permission to access these command from Sentinel Plus Mobile. This will take you to the List Of Reverse Channel Commands screen.

Devices Screen

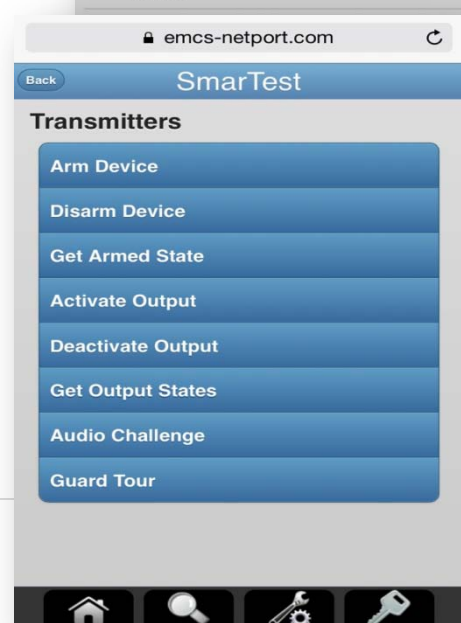
This shows a list of devices associated with the transmitter.

Any site in a state of not restored will be highlighted.

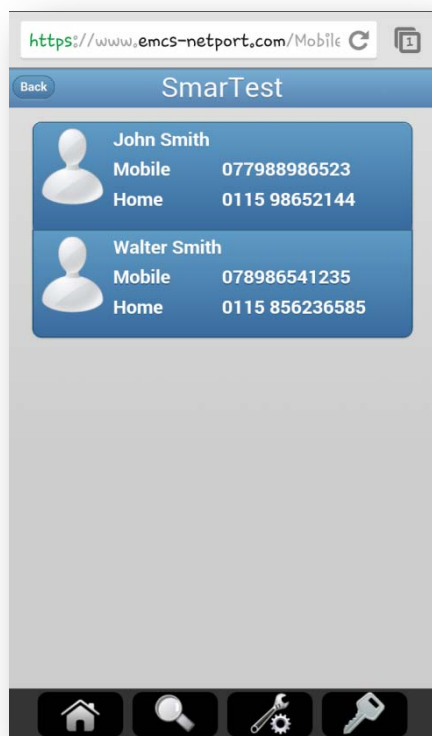


Reverse Channel Commands Screen

This is the list of Reverse Channel Commands available from this transmitter.



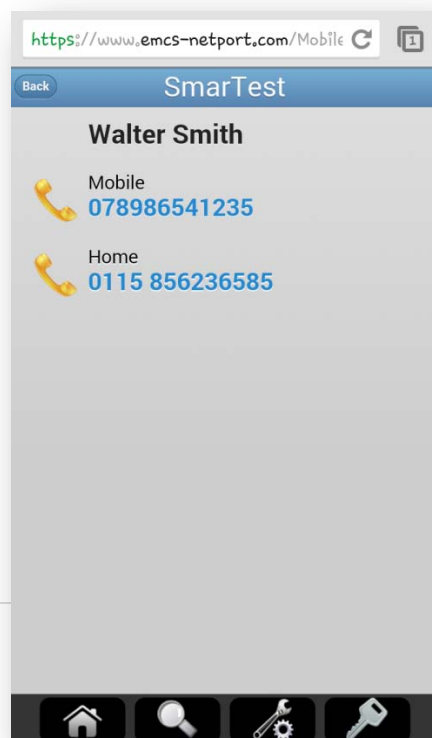
List Of Contacts Screen



This shows a list of the contacts associated with the customer. Selecting one of these will take you to a screen from which you can phone the contact if your device supports making phone calls.

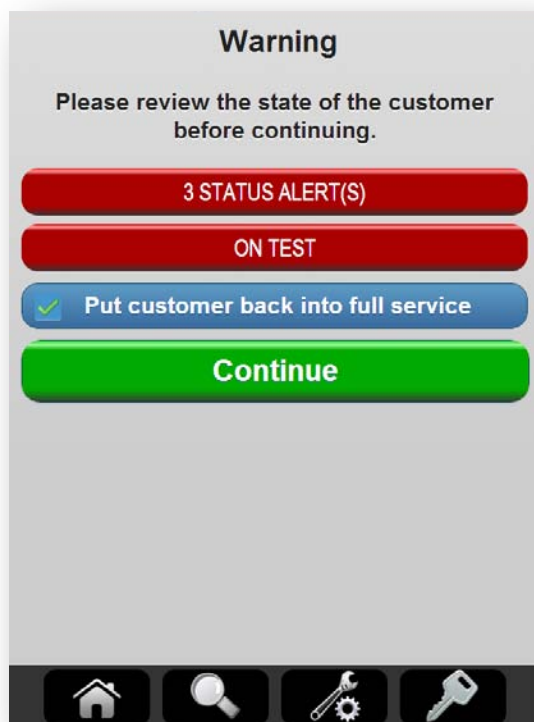
Contact Screen

This screen shows the contact details associated with the contact.



Pressing the phone links will call the contact if your phone supports making phone calls.

Exit Customer Screen



When attempting to log out or search for a new customer whilst still accessing a customer you may be presented with this screen. It will be displayed if there are any on test entries or status alerts for the customer site.

If any of these need your attention they should be dealt with before exiting the site.

If only the full customer record is on test, and it was put on test by the engineer then you will be given the option to put the customer back into full service. Whether the option is automatically selected is governed by your engineer settings. Please see the section on the Engineer Settings Screen for more details.

If none of the items need attention then you can press the Continue button to proceed with the action you originally selected.




Engineer Settings Screen

This screen allows you to alter your engineer settings from the defaults should you require it.

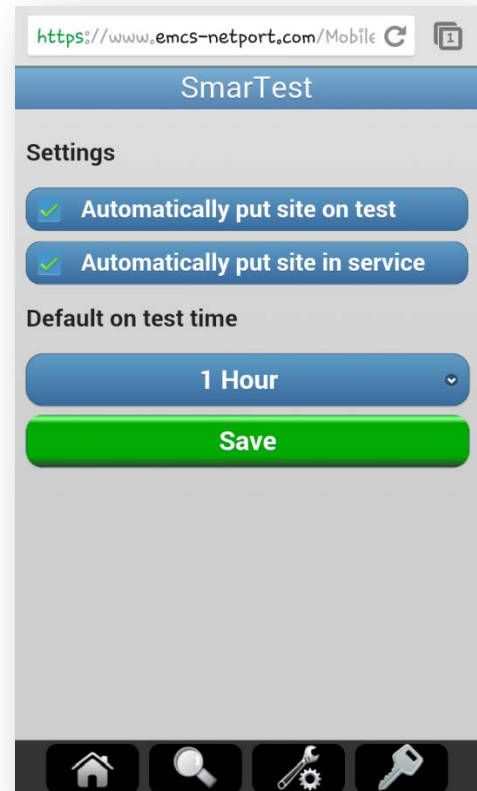
The Automatically put site on test option will be used on the Confirm Customer screen to set the on test option to be selected, if it is present.

The Automatically put site in service option will be used on the Exit Customer screen to set the put back to full service option to be selected, if it is present.

The Default on test time will be used as the default choice for the following:

-  The duration of the put site on test option will be used on the Confirm Customer screen to set the on test option to be selected, if it is present.
-  The duration of the extend on test time on the New On Test screen.
-  The duration of the extend on test time on the Extend Test screen.

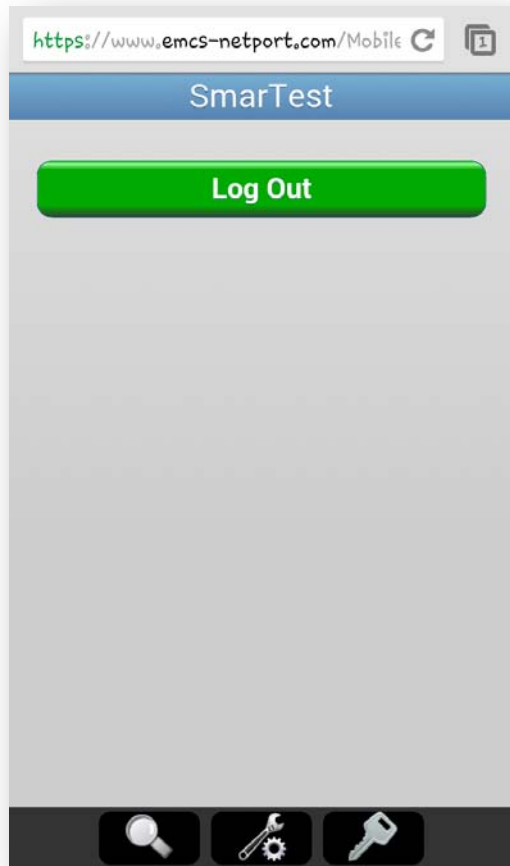
If you change these values you will need to press the Save button to retain the changes.



Log Out Screen

The Log-off option will disconnect you from SmarTest and terminate your session.

Although this will happen automatically after a period of 30 minutes inactivity, it's recommended that you log off once you are finished as this releases resources on the EMCS customer base and prevents anyone else using the system if your mobile device is left unattended.



Support

If you wish to report a fault or are having trouble operating SmarTest please don't hesitate to contact us.

The support hours for SmarTest are Monday to Friday, 09:00 to 17:00.

You can contact us via email at netport@emcs.co.uk or you can give us a ring on 0844 80 999 90