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Connect User's Guide

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Table of Contents

Browser Requirements **1**

Introduction **2**

Connect Prerequisites 2

Important Notes About This Guide 3

Before You Begin **4**

Who Should Use This Guide 4

Notes, Tips & Warnings 4

Logging In 4

Logging Out 5

Connectors **6**

Connector Status 6

Edit or Delete a Connector 6

Devices **8**

Generate Devices & Event Types 9

Update Devices & Event Types 14

Manually Register a Device 14

Import Devices 17

Edit or Delete a Device 21

Device Mapping **23**

Map a Device 24

Edit or Delete a Mapped Device 27

Event Types **29**

Add Tags to an Event Type 30

Rules **32**

Create a New Rule 33

Edit or Delete a Rule 37

Contact Information **39**

Technical Support 39

Resolver Inc. 39

Browser Requirements

Connect is run on the latest version of Google Chrome. Visit the Google support site to download Chrome and ensure your computer meets the Chrome minimum system requirements.

For additional system requirements, see the following guides on the Resolver Support site:

- **Connect Installation Guide**
- **Lenel OnGuard Connector Installation Guide**
- **Software House C-Cure Connector Installation Guide.**

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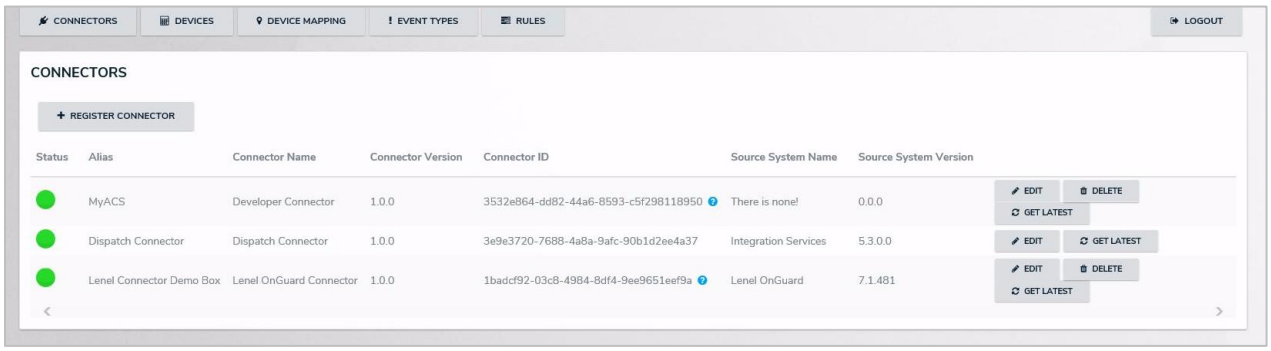
Introduction

Connect is a module developed by Resolver that uses tools, called **connectors**, to pull event and device data from security systems (Lenel OnGuard and C-Cure 9000) to send to Dispatch.

Once the connectors are installed and activated, the security equipment (**devices**) being monitored by the source systems are registered in Connect so that an administrator can create rules with specific criteria and actions (Create Dispatch, Create Alarm, Create Activity, Acknowledge or Close) to specify what happens when an event that matches certain criteria is logged.



*The **Connectors** page displaying fully configured connectors.*

Connect Prerequisites

Before using Connect, ensure that:

- Connect and the Dispatch connector have been installed and configured, along with at least one additional connector (Lenel or C-Cure).
- All devices you wish to register in Connect have been registered and configured on the source system(s).
- The Dispatch locations and indoor locations you wish to associate with the devices have been created and are fully configured, including floorplan or map images uploaded for each master location and indoor location.

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- Dispatch templates in the appropriate operational zones and work zones have been created for the events that will trigger a new dispatch, with a description or note that indicates the dispatch has been created through Connect.

- Users who will be accessing Connect has a Dispatch user account with **Connect Access** enabled on their profile.

Important Notes About This Guide

This guide provides instructions on using Connect after it has been fully installed and configured, along with its connectors.

For more information on installing Connect and the connectors, see the following guides on the Resolver Support site:

- **Connect Installation Guide**
- **Lenel OnGuard Connector Installation Guide**
- **Software House C-Cure Connector Installation Guide**

For information on creating a Connect enabled account, locations and indoor locations, and templates, see the Dispatch Administrator's Guide.

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Before You Begin

Who Should Use This Guide

This guide is for users who will be configuring the Connect tool after its initial installation and setup. For more information on installing Connect and the connectors, see the following guides on the Resolver Support site:

- **Connect Installation Guide**
- **Lenel OnGuard Connector Installation Guide**
- **Software House C-Cure Connector Installation Guide**

Notes, Tips & Warnings

Throughout this guide, you'll see the following symbols:

	Indicates a **NOTE**.
	Indicates a **TIP**.
	Indicates a **WARNING**.

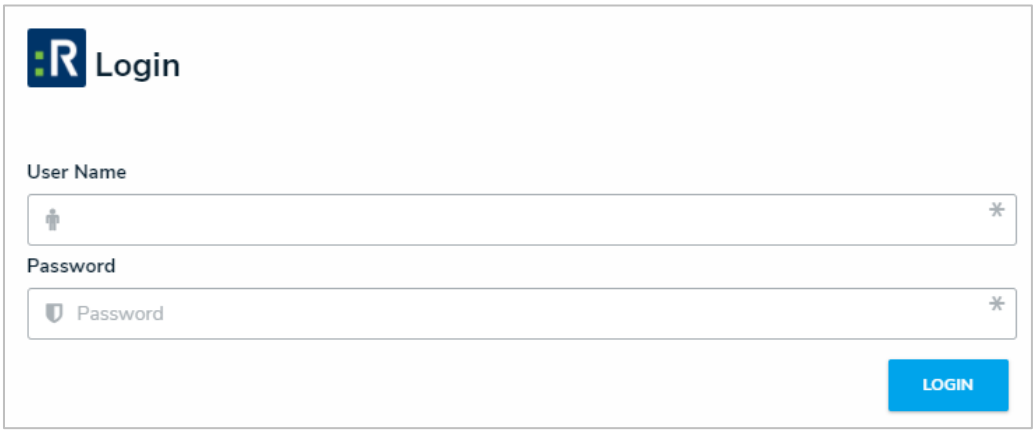
Logging In

Prior to logging into Connect, you will need a Dispatch account with **Connect Access** granted in your user profile.

To log into Connect:

1. Using Google Chrome, navigate to *https://**<servername>**/session*.

2. Enter your Dispatch user name and password in the **User Name** and **Password** fields.



*The **Connect** login screen.*

3. Click **Login** to display the **Connectors** page.

Logging Out

To log out of Connect, click **Logout** at the top-right of the page.

By default, you're logged out automatically after five minutes of inactivity, however, your administrator may have specified a different amount of time.

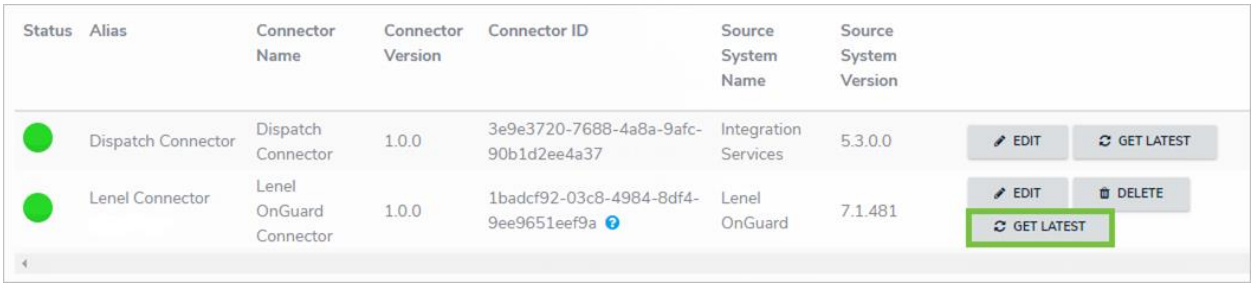
Connectors

Connect requires a minimum of two fully configured and activated connectors, including the **Dispatch connector**, which allows Connect to send information from the connectors into Dispatch, and at least one additional C-Cure or Lenel connector. Once the connectors have been configured, you can add devices, map the devices, and create event types and rules.

Connector Status

To view which connectors have been registered, click **Connectors** to display the **Connectors** page:

- A **green** circle in the **Status** column and a **Get Latest** button on the connector row in the table indicates the connector is running and is properly configured.
- A **red** circle in the **Status** column means that the connector is not running.
- If the circle is **yellow**, it means the connector is running, but there are errors in the settings.



*The **Connectors** page displaying two successfully configured and running connectors.*

Edit or Delete a Connector

To edit or delete a connector:

1. Click **Connectors** at the top of the screen to display the **Connectors** page.

2. To edit a connector, click **Edit**, make changes to the fields in the **Details** or **Settings** tabs as needed, then click **Save**.

3. Click **Delete** next to the connector you wish to delete, then click **Yes** to confirm.

For more information on the fields in the Connector settings, which vary by connector, see the Connect and connector installation guides on the Resolver Support site.

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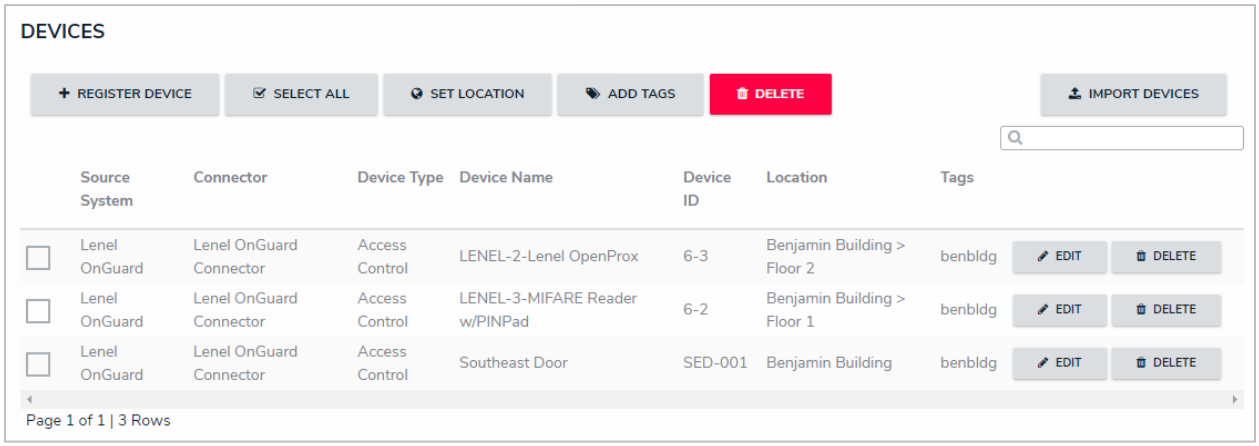
Devices

The security equipment monitored by the source systems and the connectors are **devices**, which include **Access Control** devices (refers to security measures, such as alarms or locked doors, that control who can access certain areas in your organization) and **Camera** devices (security cameras or other video devices).

Additional features will be available for the **Camera** device type in an upcoming release.

Once the devices are registered in the source system and added to Connect, you can categorize the devices by adding tags, then create rules to control what happens when an event is logged. If you want to display icons on the **Map** and **Location** panels in Dispatch to indicate the exact locations of the devices and/or you plan on creating rules that will create new dispatches, you must associate the device(s) to a Dispatch location or indoor location, then map it on the location. See Device Mapping for more information.

You can add devices by automatically generating them, along with a list of the source system event types (the type of event that could trigger an action), or by registering them manually.



*The **Devices** page, displaying a list of previously registered devices.*

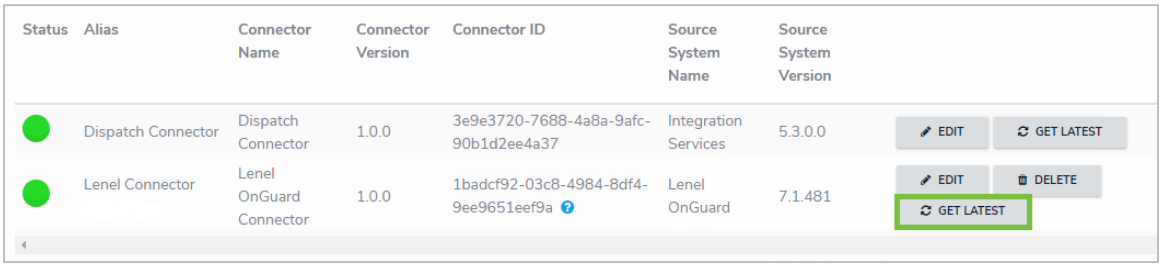
Generate Devices & Event Types

You can automatically generate a list of devices and event types from the **Connectors** page by using the **Get Latest** feature. If the devices will be added to a rule that will create a new dispatch, the new devices must first be linked to a location (as outlined below) then mapped to a Dispatch location or indoor location after they're generated.

To automatically generate devices:

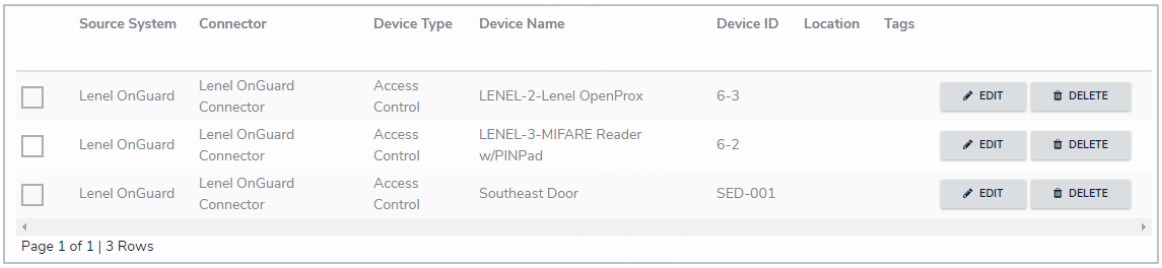
1. Click **Connectors** to display the **Connectors** page.

2. Click **Get Latest** beside the connector that has the devices you wish to generate.



*The **Get Latest** button beside a configured connector on the **Connectors** page.*

3. Click **Devices** to view the list of new devices.



Automatically generated devices.

4. From the **Device Type** column, review the device types (either **Access Control** or **Camera**) that were automatically assigned to each device. If a device type is not correct:

a. Click **Edit** beside the device.

b. Select **Access Control** or **Camera** from the **Device Type** dropdown menu.

c. Click **Save**.

5. **Optional:** Link the device to a Dispatch location or indoor location:

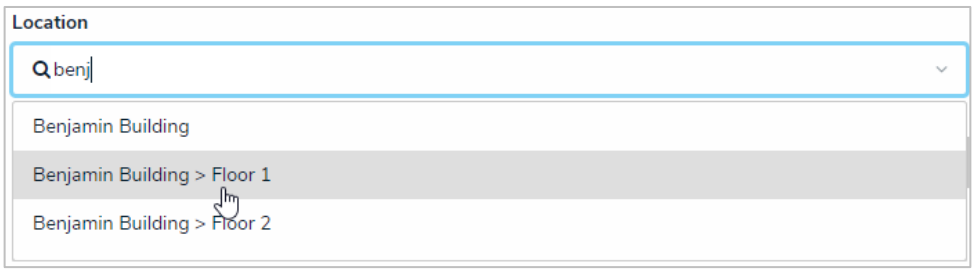
> If you want to use a device in a rule that will create a new dispatch, you must assign a Dispatch location to that device. If you also want device icons to appear in the **Map** and **Location** panels in Dispatch, you must link then map the device(s) to a Dispatch location.

a. To link a location to a single device:

i. **Optional:** Enter search terms in the **Search table...** field to narrow down the number of devices displayed.

ii. Click **Edit** beside the device to open the **Register Device** screen.

iii. Begin typing the name of a Dispatch location or indoor location in the **Location** field, then click to select a location or indoor location from the search results. Indoor locations appear with the **>** symbol (e.g. Benjamin Building > Floor 1).



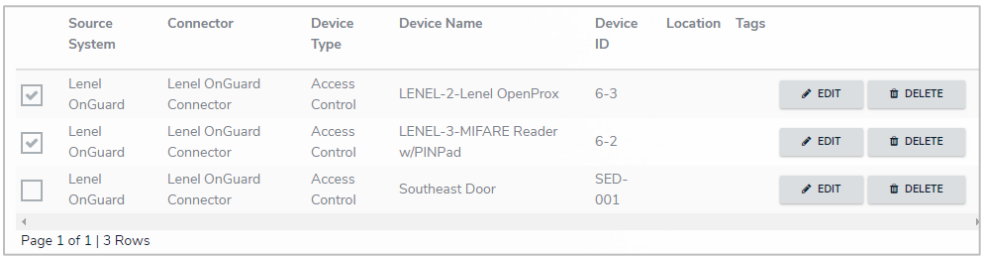
Selecting a Dispatch location or indoor location to link to the device.

iv. Click **Save**.

b. To link a location to multiple devices:

i. **Optional:** Enter search terms in the **Search table...** field to narrow down the number of devices displayed.

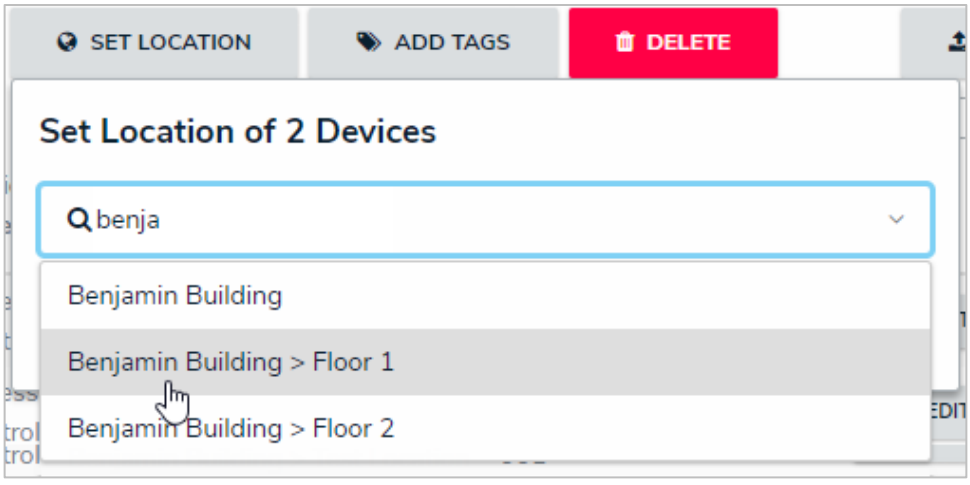
ii. Select the checkboxes beside the devices.



Multiple devices selected on the ***Devices*** *page.*

iii. Click **Set Location**.

iv. Begin typing the name of a Dispatch location or indoor location in the field, then click to select a location or indoor location from the search results. Indoor locations appear with the **>** symbol (e.g. Benjamin Building > Floor 1).



Selecting a Dispatch location or indoor location to link to multiple devices.

v. Click **Save**.

You can also set the location of a single device by selecting the checkbox beside the device, then clicking **Set Location**.

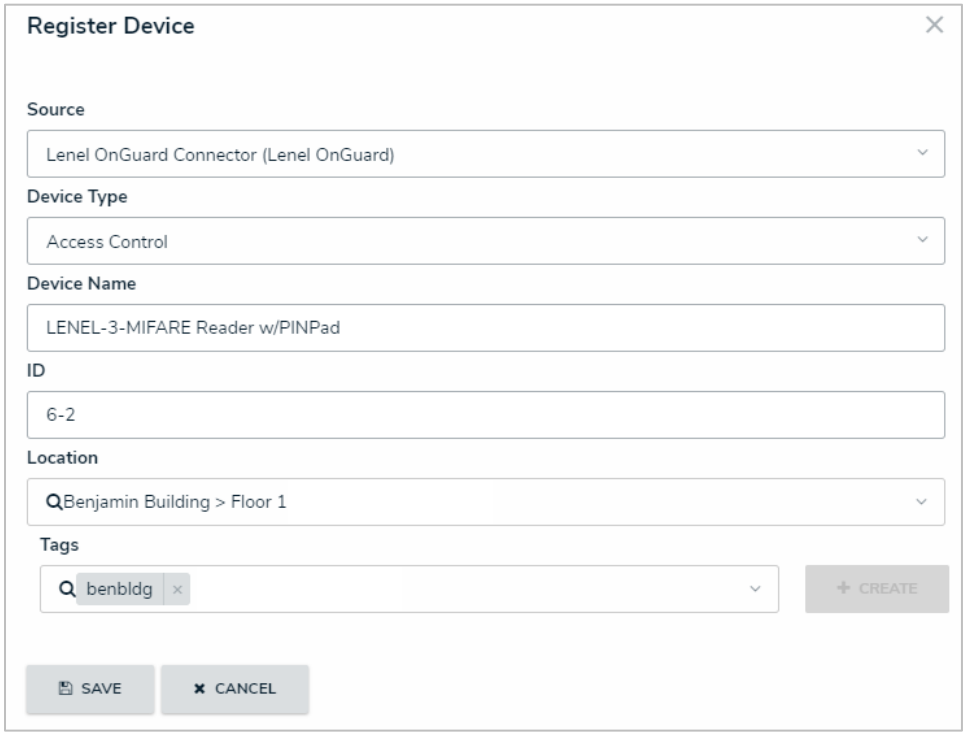
6. **Optional:** Add tags to the devices (which will allow you to group devices together when creating a rule):

    a. To add a tag to a single device:

        i. **Optional:** Enter search terms in the **Search table...** field to narrow down the number of devices displayed.

        ii. Click **Edit** beside the device to open the **Register Device** screen.

        iii. Type a tag name then click **Create** to create a new tag or select an existing tag from the **Tags** field. Continue adding multiple tags as needed.



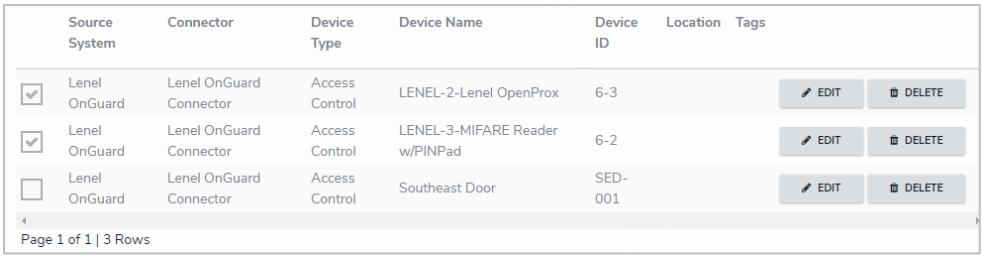
*The **Register Device** screen of an existing device, where you can add tags.*

iv. Click **Save**.

b. To add tags to multiple devices:

i. **Optional:** Enter search terms in the **Search table...** field to narrow down the number of devices displayed.

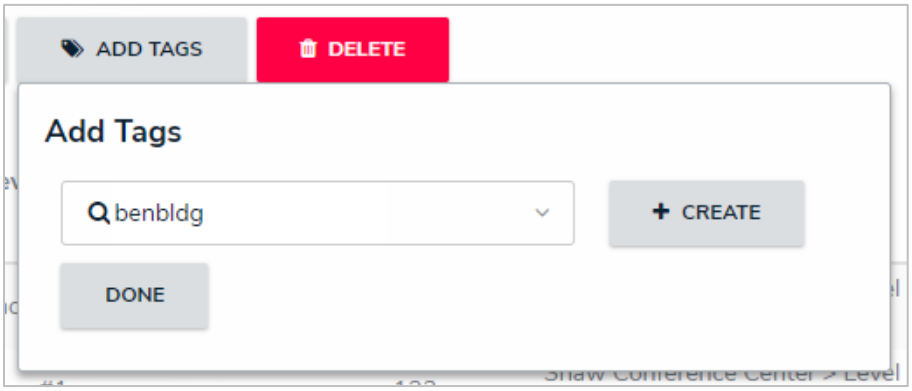
ii. Select the checkboxes beside the devices.



Multiple devices selected on the ***Devices*** *page.*

iii. Click **Add Tags**.

iv. Type a tag name then click **Create** to create a new tag or select an existing tag from the field. Continue adding multiple tags as needed.



Creating a new tag.

v. Click **Done**.

Once the devices are successfully registered, you can map them to Dispatch locations and use them to create rules.

Update Devices & Event Types

If you've added or updated device or event type data on the source system, you can automatically generate that data by clicking **Get Latest** beside the connector on the **Connectors** page.

Using **Get Latest** to retrieve new or updated data from the source system will retrieve **all** devices and event types, including those that were previously generated, and the process may take several minutes to complete, depending on the amount of data. If you're retrieving or updating only a small number of devices, it's recommended that you manually register or edit them individually. Note, however, that updated event types can only be generated through **Get Latest**.

Manually Register a Device

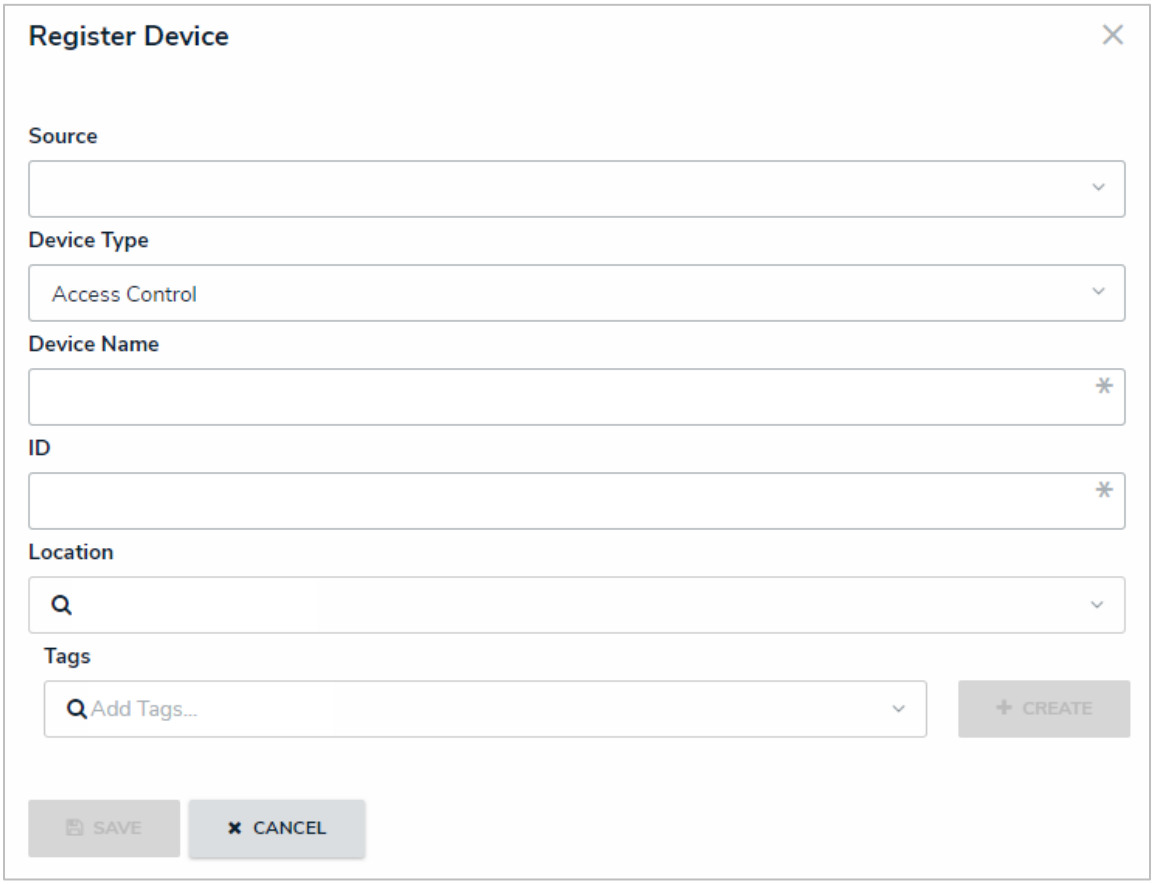
You can automatically generate your connector's devices and event types by using the **Get Latest** feature, however, because **Get Latest** will retrieve all devices and event types from the source system, including those that were previously generated, the process may take several minutes to complete, depending on the amount of data.

If you need to add only a small number of additional devices, it's recommended that you manually register each device by following the directions below.

To manually register a device:

1. Click **Devices** to display the **Devices** page.

2. Click **Register Device** to display the **Register Device** screen.



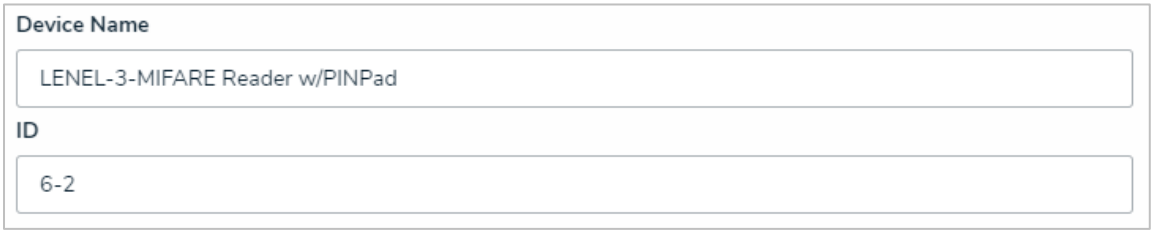
*The **Register Device** screen.*

3. Select a connector from the **Source** dropdown menu.

4. Select either **Access Control** or **Camera** from the **Device Type** dropdown menu.

5. Enter descriptive name for the device in the **Device Name** field.

6. Enter the device ID in the **ID** field. This ID can be obtained directly from connector's settings.



*The **Device Name** and **ID** fields on the **Register Device** screen.*

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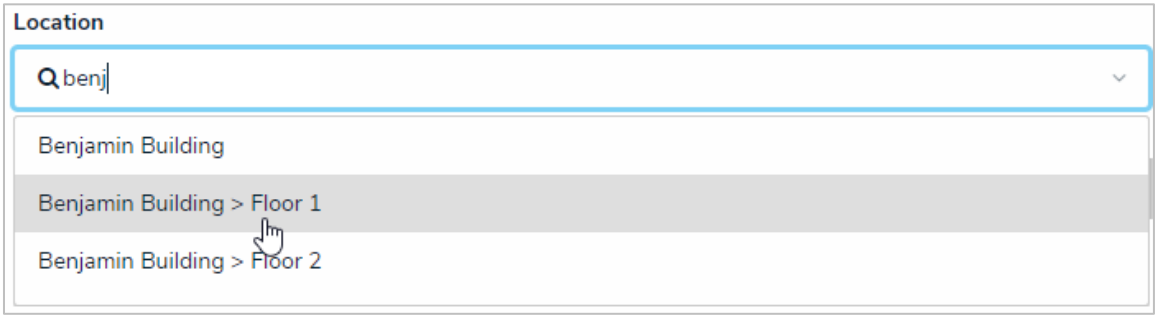
7. **Optional:** To link the device to a Dispatch location, begin typing the name of the location or indoor location in the **Location** field, then click to select it from the search results. Indoor locations appear with the **>** symbol (e.g. Benjamin Building > Floor 1).



Selecting a Dispatch location or indoor location to link to the device.

If you want to use a device in a rule that will create a new dispatch, you must assign a Dispatch location to that device. If you also want device icons to appear in the **Map** and **Location** panels in Dispatch, you must link then map the device(s) to a Dispatch location.

8. **Optional:** Type a tag name then click **Create** to create a new tag or select an existing tag from the **Tags** field. Tags allow you to group devices together then select those tags when creating a rule.

9. Click **Save** to save your changes.

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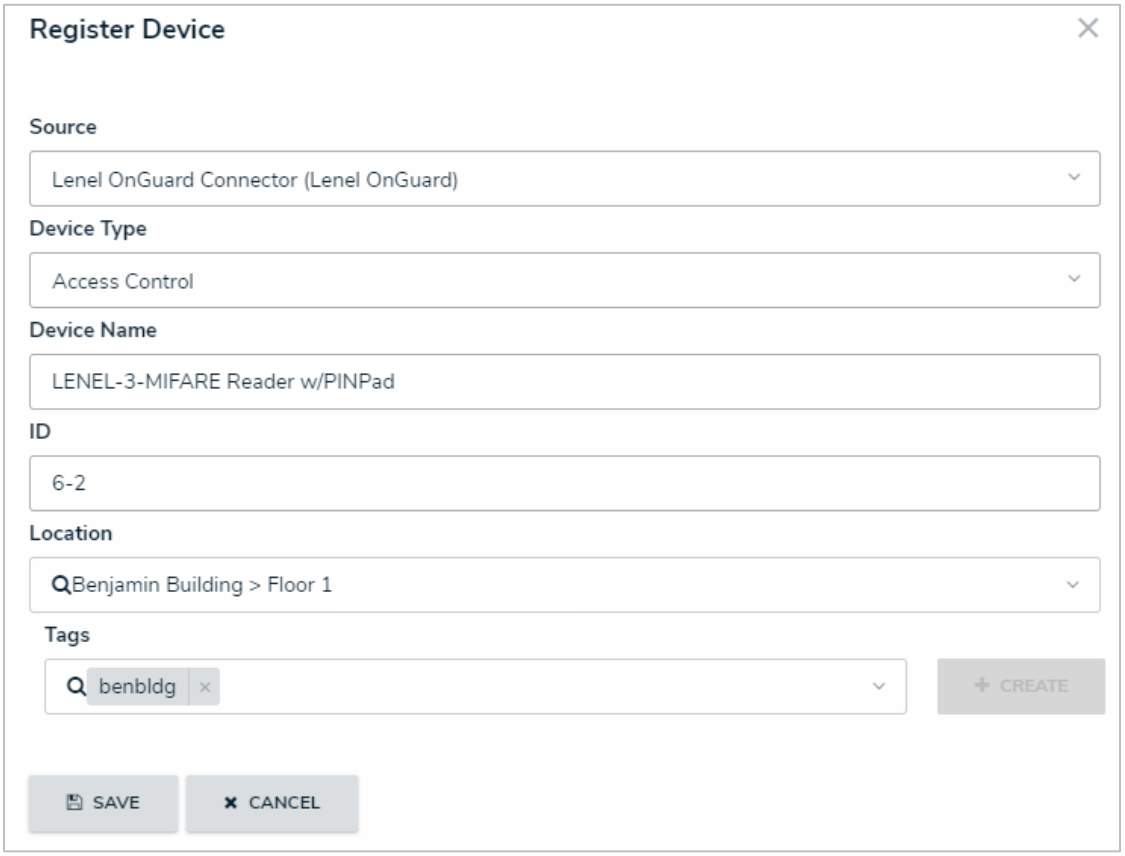

A new device.

Once the devices are successfully registered, you can map them to Dispatch locations and use them create rules.

Import Devices

If necessary, you can import up to 1 million devices into Connect using a CSV spreadsheet, which can be found in the Connect installation package. If you're unable to obtain a copy of the spreadsheet, contact Resolver Support.

> If you wish to add tags to your imported devices, the tags must already exist in Connect. See the previous sections in this chapter for instructions on creating tags.

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You can also use the import feature to update existing devices, provided the **Connector Alias** and **External ID** (device ID) entered in the spreadsheet matches the registered device. Any other values entered in the remainder of the columns will add new data or overwrite existing data.

To import devices using the spreadsheet:

1. Open the **ImportDevice.csv** file.

	A	B	C	D	E	F	G	H
1	Connector Alias	Device Type	Device Name	External ID	Location	CoordinateX	Coordinate Y	Tags
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								

*A blank copy of the **ImportDevice.csv** spreadsheet.*

2. **Optional:** Enter the connector alias associated with the device in the cell below the **Connector Alias** column (e.g. Lenel OnGuard). If you're updating an existing device, this column is mandatory and can be obtained from the Connectors page or the **Connector** column on the **Devices** page.

3. Enter either **Access Control** or **Camera** in the cell below the **Device Type** column.

4. Enter the name of the device in the cell below the **Device Name** column (e.g. Main Entrance).

5. Enter the device ID in the cell below the **External ID** column. The device ID can be retrieved from the source system. If you're updating an existing device, the ID can be obtained from the **Device ID** column on the **Devices** page.

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6. **Optional:** Enter the name of the Dispatch location or indoor location the device should be linked to. If you're specifying an indoor location, separate each location with a > symbol (e.g. Benjamin Building > First Floor).

If you want to use a device in a rule that will create a new dispatch, you must assign a Dispatch location to that device. If you also want device icons to appear in the **Map** and **Location** panels in Dispatch, you must link then map the device(s) to a Dispatch location.

7. **Optional:** To map the device and place an icon on the Dispatch location or indoor location image, enter the X and Y coordinates for the area on the image where the icon should be placed in the **CoordinateX** and **CoordinateY** columns.

For accuracy, it's recommended that you first import your devices, leaving the **CoordinateX** and **CoordinateY** columns blank, then map the devices using the Device Mapping tool.

8. **Optional:** Enter one or more tags in the **Tags** column. If you're entering multiple tags, separate them with a semi-colon. Tags must already exist in Connect in order to be successfully saved to imported devices.

9. Follow steps 2-8 above to continue adding devices as needed.

	A	B	C	D	E	F	G	H	I
1	Connector Alias	Device Type	Device Name	External ID	Location	CoordinateX	Coordinate Y	Tags	
2	Lenel OnGuard	Access Control	East Door	6-3	Benjamin Building			benblg	
3	Lenel OnGuard	Camera	Front Entrance	5-2	Benjamin Building > First Floor			benblg;camera	
4	Lenel OnGuard	Access Control	South Door	7-8	Benjamin Building			benblg	
5	Lenel OnGuard	Access Control	North Door	8-8	Benjamin Building			benblg	
6	Lenel OnGuard	Access Control	West Door	2-4	Benjamin Building			benblg	
7	Lenel OnGuard	Camera	Back Entrace	5-5	Benjamin Building > First Floor			benblg;camera	

*A completed **ImportDevice.csv** spreadsheet.*

10. Click **File > Save** to save your changes.

11. If necessary, log into Connect and click **Devices** to display the **Devices** page.

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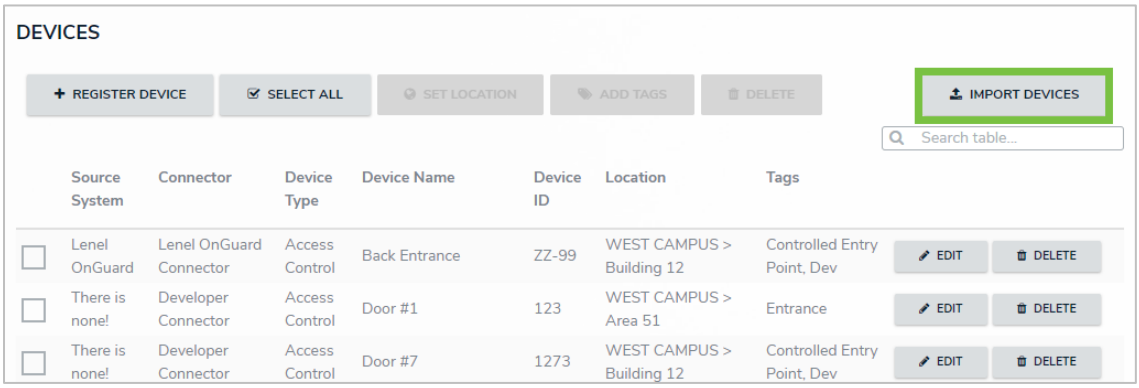
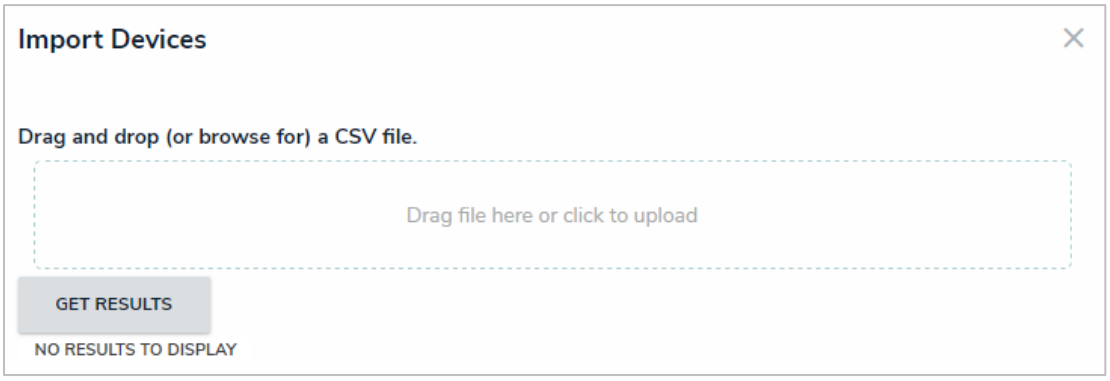
12. Click **Import Devices** in the top-right corner of the page to display the **Import Devices** screen.



*The **Import Devices** button.*

13. Drag and drop the **ImportDevice.csv** file to the upload area or click the upload area to browse for and upload the file.

The devices will automatically be imported into Connect once the **ImportDevice.csv** file has been uploaded.



*The **Import Devices** screen.*

14. From the **Import Devices** screen, click **Get Results** to review the number of devices that were added, skipped, or updated. If any devices were skipped, review the error message(s), make the required corrections, then re-upload the file to upload the missing devices.

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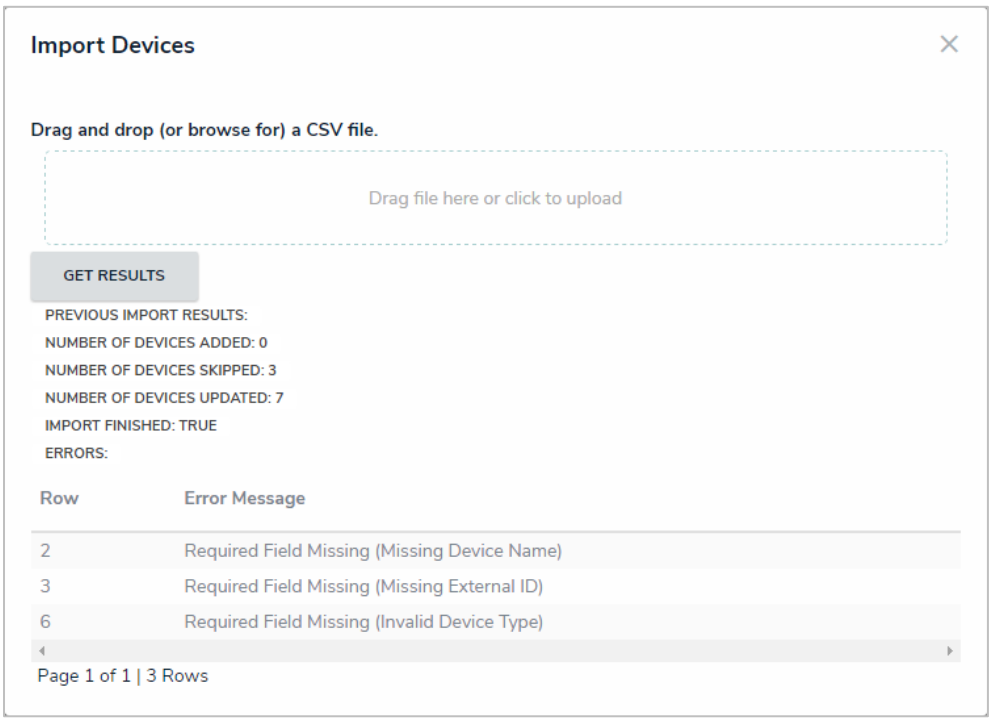

The results of a new import. If any devices were skipped, error messages will appear.

15. Refresh your browser to display the newly imported devices.

Edit or Delete a Device

If a large number of devices have been edited on the source system, you can use the Get Latest feature to retrieve the updated data.

You can also use the Import Devices feature to update multiple devices at once, however, manually editing a device, as outlined below, is recommended if you need to edit only a small number of devices at one time.

To edit or delete a device:

1. Click **Devices** to display the **Devices** page.

2. If needed, enter search terms in the **Search table...** field to narrow down the number of devices displayed or sort the table by clicking on a column.

3. Click **Edit** beside a device to edit its information, including the connector, device type, device name, ID, location, and tags.

4. To delete an individual device, click **Delete** beside the device.

5. To delete multiple devices, select the checkboxes beside the devices, then click **Delete** near the top of the page.

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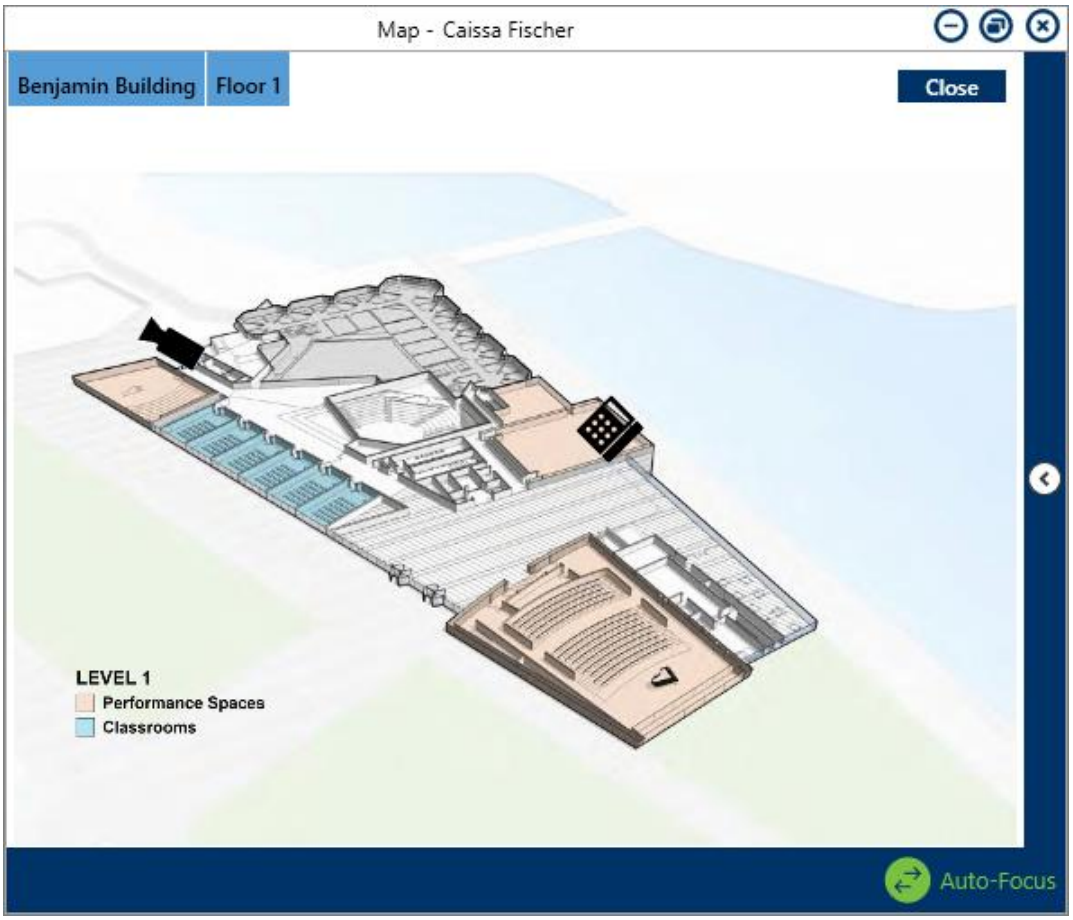
Device Mapping

Once your devices have been registered and linked to a Dispatch location or indoor location, you can place a device icon on the associated location's image to indicate where the device is situated. Device icons also appear in the **Map** and **Location** panels in Dispatch and are represented by a pin pad icon for **Access Control** devices or a security camera icon for **Camera** devices.

If you intend to create rules for a device that will trigger a new dispatch or alarm, mapping is required to indicate in Dispatch where the activity is occurring. When Connect creates a new dispatch or alarm, the icon representing the device that logged the event will flash the dispatch's priority color in the Map and Location panels. Note that the icons will not flash if the dispatch's status is no longer **New** and if no color has been associated with its priority. See the Dispatch Administrator's Guide for more information on priorities.

Devices mapped in Connect to a Dispatch indoor location. The pin pad icon represents an **Access Control** *device and the camera icon represents the* **Camera** *device type.*



The mapped devices as they appear in the **Map** *panel in Dispatch.*

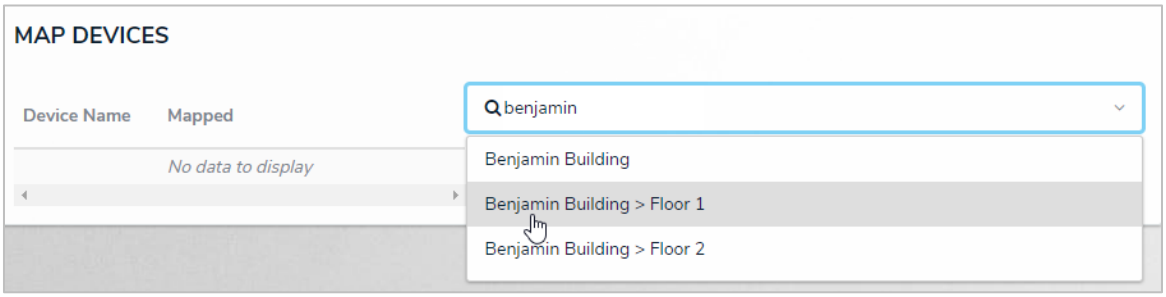
Map a Device

To map a device to a Dispatch location or indoor location:

1. Click **Device Mapping** to display the **Map Devices** page.

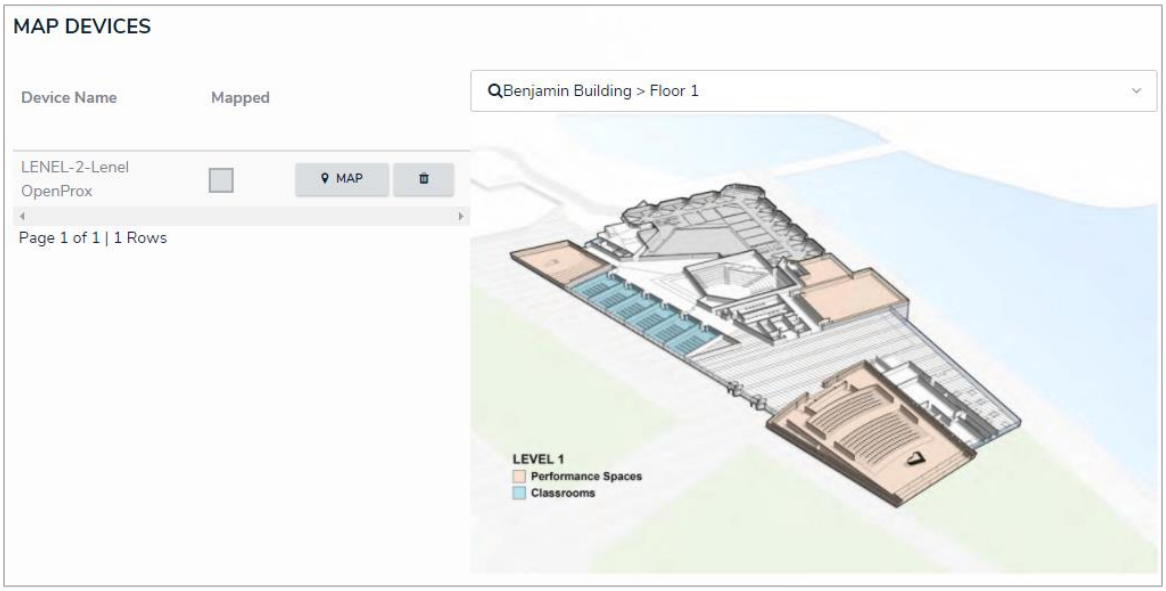
The **Map Devices** *page with no location selected.*

2. Begin typing the name of a Dispatch location or indoor location that was linked to a device, then click to select a location or indoor location from the search results. Indoor locations appear with the **>** symbol (e.g. Benjamin Building > Floor 1).



Selecting a Dispatch location to display its floorplan or map image, along with any linked and mapped devices.

Once a location is selected, its floorplan or map image is displayed along with icons representing any previously mapped devices. The section to the left of the floorplan or map displays all devices that are currently linked to the location and a selected checkbox in the **Mapped** column indicates the device is already mapped and has an icon placed on the location image.

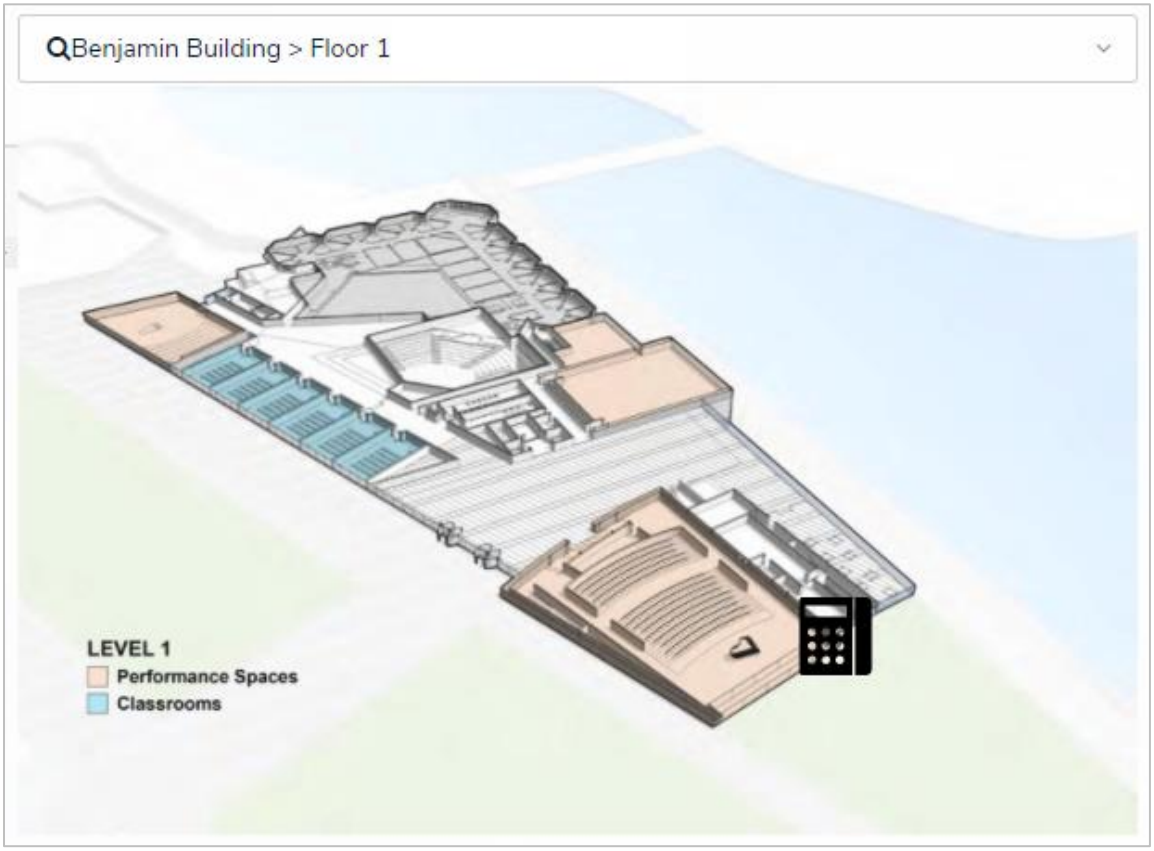


A selected location displaying its floorplan image on the right and any linked devices on the left.

Devices will not appear on this page until they have been linked to the selected location or indoor location. See Devices for more information.

3. Click **Map** beside the device you wish to map in the section to the left of the image, which will convert your cursor to a keypad icon (for Access Control devices) or a camera (for Camera devices).

4. Click an area on the image to place the icon and indicate the location of the device.



Placing a device icon on a location floorplan to indicate exactly where the device is located.

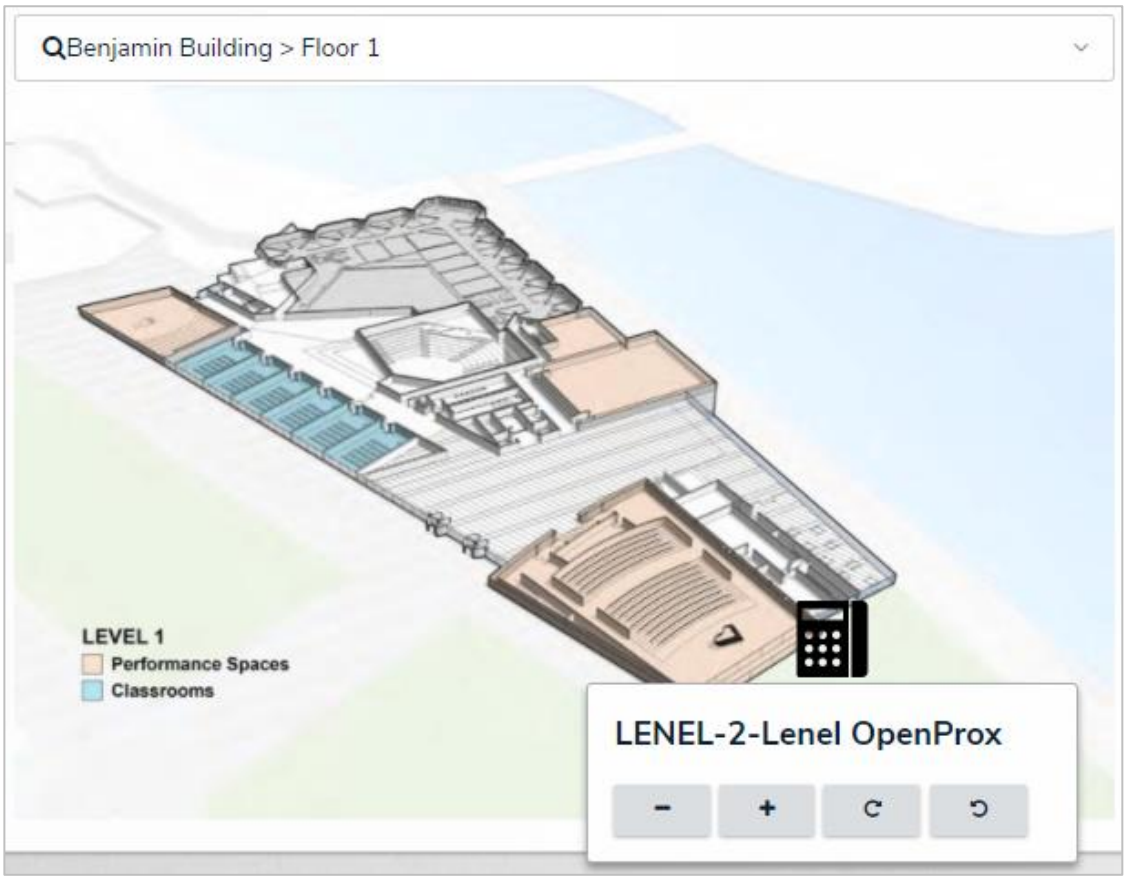
5. To edit the icon display, including its size and rotation:

    a. Click the icon.

b. Click − or + to make the icon smaller or larger.

c. Click the ↻ or ↺ to rotate the icon.

d. To reposition a device, click the **Map** button beside the device in the section to the left of the image, then click an area on the image to re-place the icon.



Adjusting the device icon's display settings.

Edit or Delete a Mapped Device

Deleting a mapped device from the **Map Devices** page only deletes the icon from the selected floorplan image. To delete a device, see Edit or Delete a Device.

To edit or delete a mapped device:

1. Click **Device Mapping** to display the **Map Devices** page.

2. In the field to the right, begin typing the name of the location or indoor location where the device is mapped, then click to select the location. Once a location is selected, its floorplan or map image is displayed along with icons representing any previously mapped devices.

3. To increase the size or rotate the icon on the image, click the icon, then click − or + to make the icon smaller or larger or click the ↻ or ↺ to rotate the icon.

4. To reposition a device, click the **Map** button beside the device in the section to the left of the image, then click an area on the image to re-place the icon.

5. To delete the icon, click the 🗑 beside the device in the section to the left.

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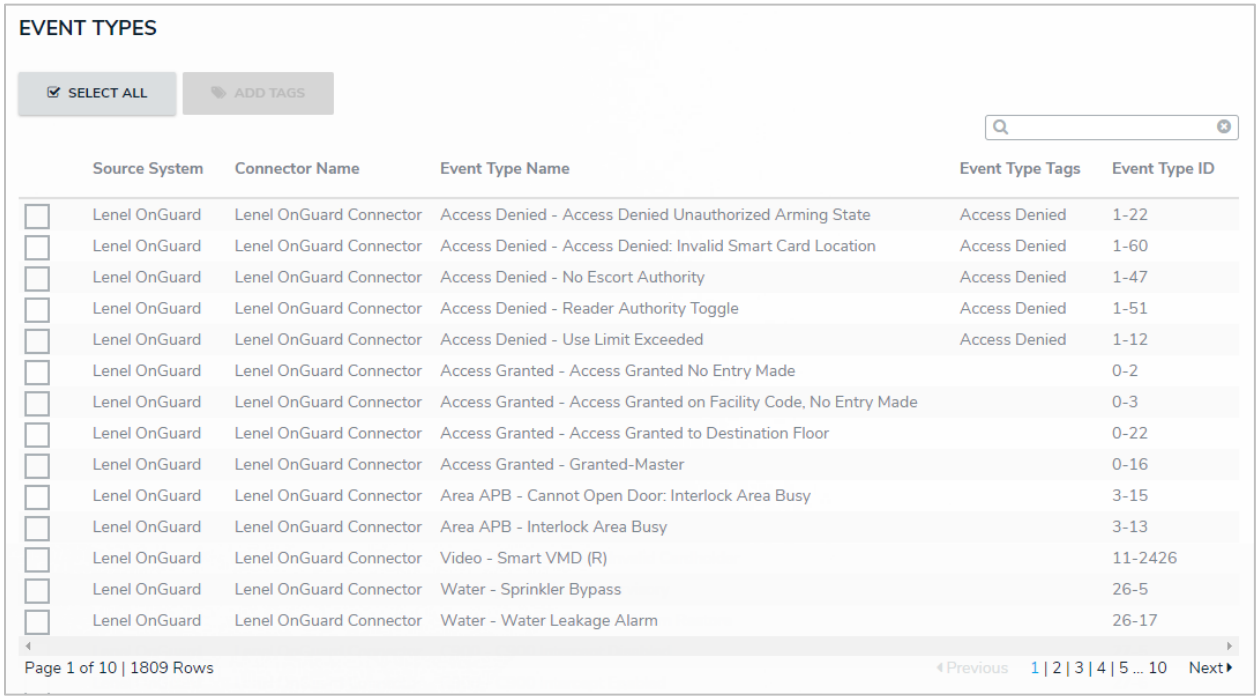
Event Types

Event types refer to the category of events that could trigger an **action** and are used primarily to create rules. Event types are created on the source system and are generated in Connect by clicking **Get Latest** on the **Connectors** page. See Generate Devices & Event Types for more information.

An event types is the category of activity that could occur (e.g. Alarm), while an event is the actual activity (e.g. Alarm triggered on Door E-A).

Once the event types are generated, you can add tags to group the events together and quickly select them when creating rules.



*The **Event Types** page displaying a list of events from the connector system. These events are automatically created by clicking **Get Latest** on the **Connectors** page.*

Add Tags to an Event Type

Tagging allows you to group events together, which then makes it easy to search for event types or to select multiple event types when creating rules.

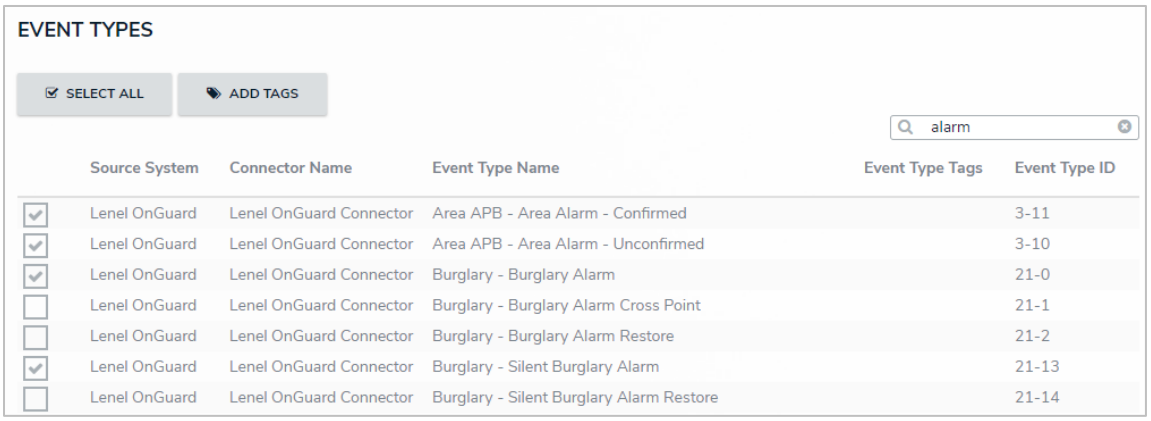
To add tags to an event type:

1. Click **Event Types** to display the **Event Types** page.

> If the **Event Types** page is not displaying any event types or is displaying incorrect information, you may need to regenerate the data. See Generate Devices & Event Types for more information.

2. If necessary, enter search terms in the **Search table...** field to filter the event types or sort the table by clicking on a column.

3. Select the checkboxes beside the event types you wish to add tags to or click **Select All** to select all event types that are currently being displayed on the page.

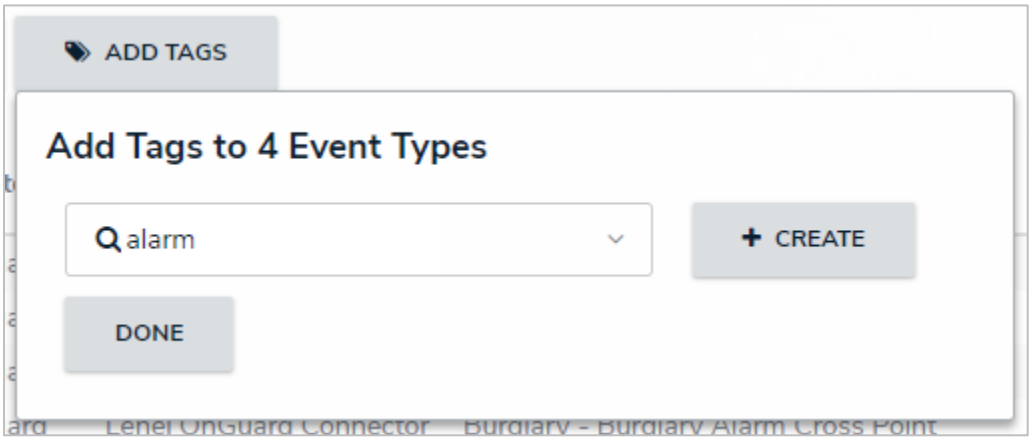


Selected event types.

> Clicking **Select All** only selects the event types displayed on the page.

4. Click **Add Tags**.

5. Type a tag label, then click **Create** to create a new tag or select an existing tag from the field. Continue adding tags as needed.



Adding tags to event types.

6. Click **Done** when finished.

Rules

Rules determine what criteria will trigger an action (**Create Dispatch** or **Create Alarm** in Dispatch, **Acknowledge**, and/or **Close** in the connector source system or **Create an Activity** in Perspective). When creating a rule, you can select a priority, one or more operators (**IF** and **AND**), and the following categories to define the criteria:

- Event Type Name
- Event Type Tag
- Event Time
- Connector Name
- Device Name
- Device Tag
- Device Type
- Device Location

For example, if you selected the Connector criterion, every event that's logged from that source system will result in the action specified in the rule. If you selected Device Tag for a rule, every event that occurred on that group of devices with the same tag will trigger an action, etc.

Before you can create rules, you must have registered devices and generated event types. If you want to create a rule with device criteria and a Create Dispatch action, you must ensure the relevant devices have been mapped to a location.

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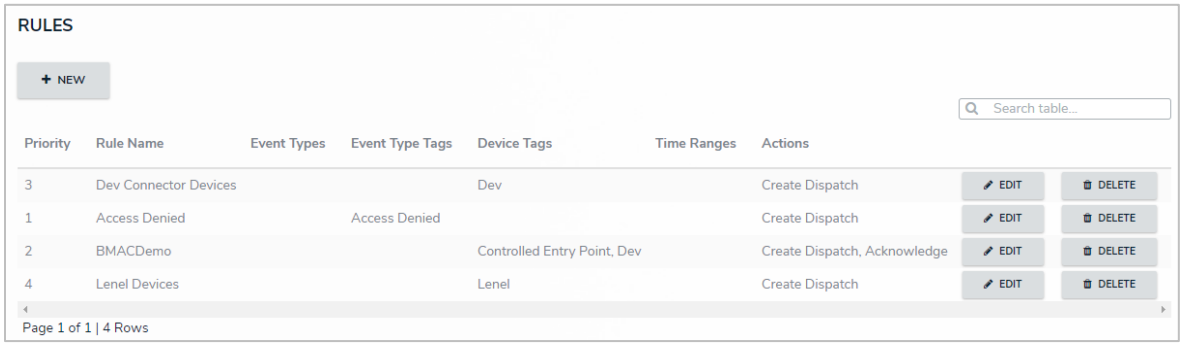

*The **Rules** page.*

Create a New Rule

To create a new rule:

1. Click **Rules** to display the **Rules** page.

2. Click **New** to display the **New Rule** screen.

3. Enter a name for the rule in the **Rule Name** field.

4. Type a priority number in the **Priority** field. Rules with a lower priority number take precedence over rules with a higher number (e.g. a rule with a priority of 3 will take precedence over a rule with a priority of 5). By default, the next available priority number will appear in the field. One is the lowest number (and highest priority) that can be assigned to a rule.

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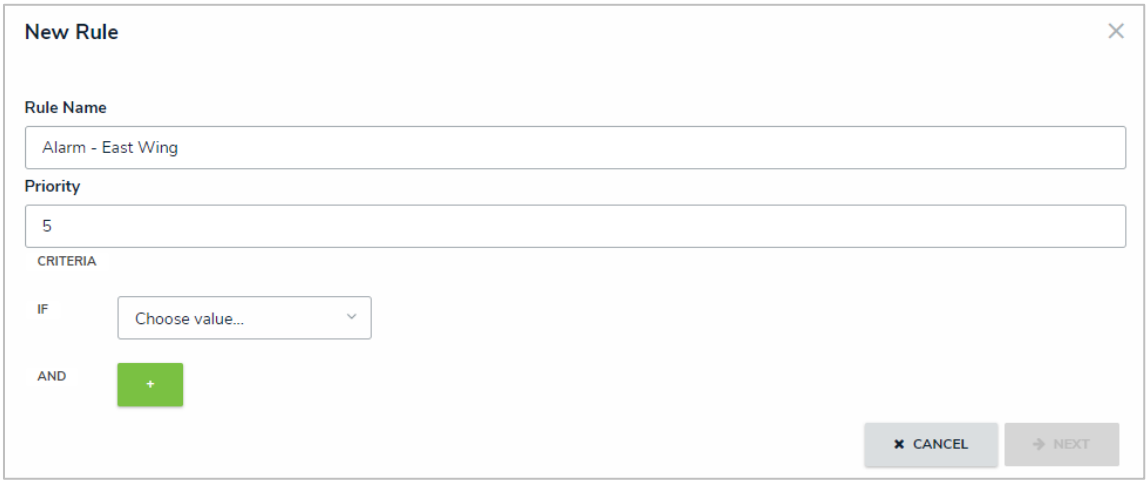

A new rule with a name and priority, but no criteria.

If a rule is assigned a priority that was previously assigned to another rule, Connect will automatically assign the next available priority number to the existing rule (e.g. if two rules were assigned a priority of 10, the new rule will automatically be assigned a priority of 10 and the old rule will be assigned 11).

5. From the **Choose value...** dropdown, select one of the following rule categories:

   - **Event Type Name:** Type the exact name of the event type in the field.
   - **Event Type Tag:** Select an event type tag from the dropdown menu.
   - **Event Time:** Select a period of time during which the event must occur (e.g. between 13:00 on Tuesday and 13:00 on Monday) from the time pickers, then select the days from dropdown menus.
   - **Connector Name:** Select a connector from the dropdown menu.
   - **Device Name:** Type the exact name of the device in the field.
   - **Device Tag:** Select a tag from the dropdown menu.

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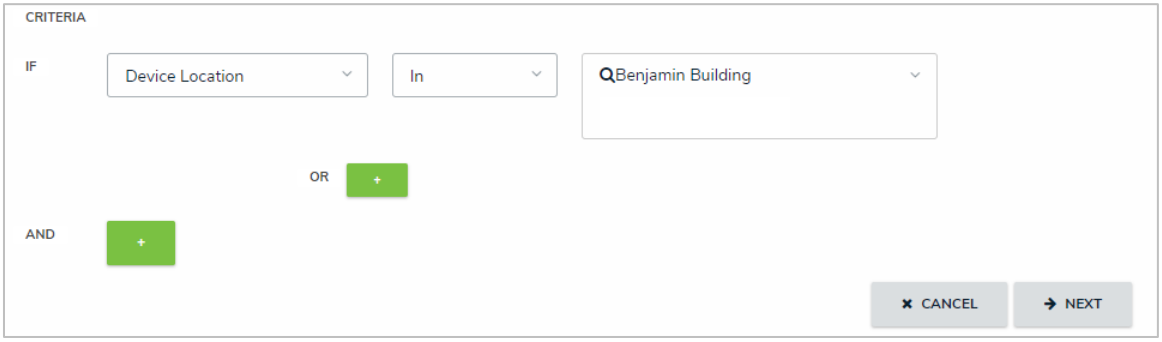
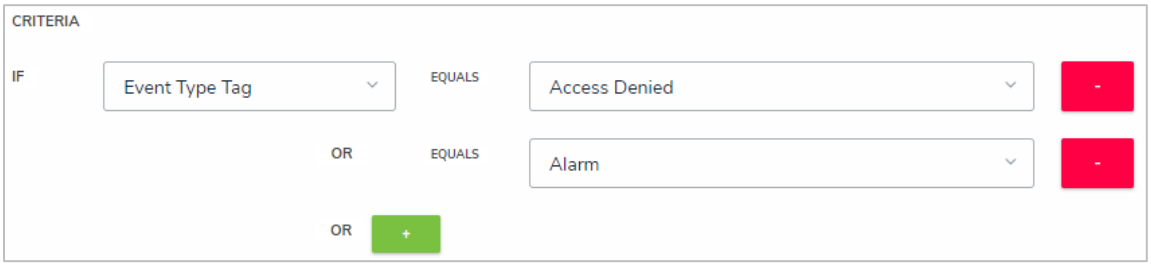
- **Device Type:** Select a device type from the dropdown menu.

- **Device Location:** Select either **Equals** or **In** from the middle dropdown menu, then select a location or indoor location from the last dropdown menu. **Equals** means the rule applies to events that occurred at the exact selected location (e.g. Benjamin Building) while **In** means the rule applies to the selected location and any indoor locations saved to it (e.g. Benjamin Building, Floor 1, and Floor 2).



Adding criteria to a new rule.

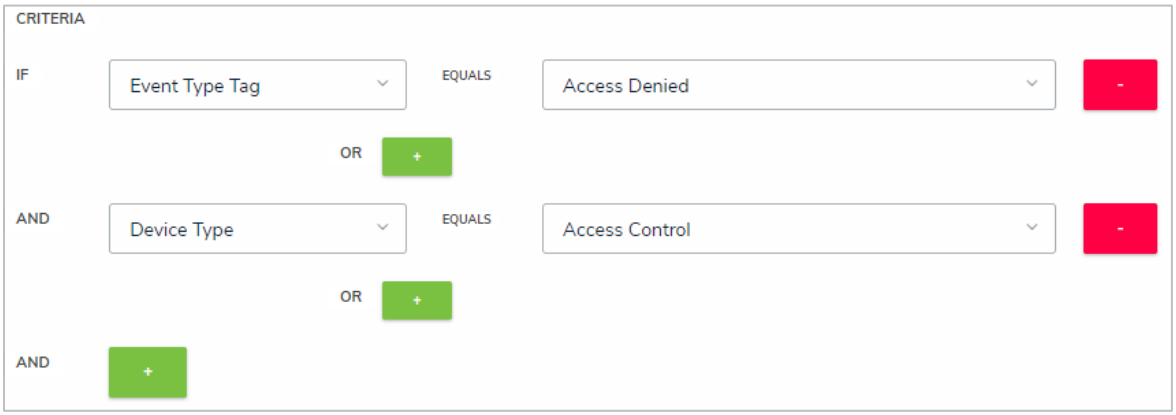
6. **Optional:** Click the **OR** + icon to include additional **OR** criteria. For example, including an additional OR criteria for Event Type Tag means that an action will be triggered if an event with an Access Denied tag **or** Alarm tag occurs. Click the - icon beside criteria to delete them, if necessary.



*Including additional **OR** criteria to the rule.*

7. **Optional:** Click the **AND** + icon to include additional **AND** criteria. For example, adding an Event Type Tag for Access Denied then adding AND criteria for the Camera Device Type means

that an action will be triggered only if an event with an Access Denied tag **and** an Access Control Device Type occurs. Click the - icon beside the criteria to delete them, if necessary.



*Including additional **AND** criteria.*

If you're creating multiple criteria for a single category type (e.g. **Event Type**, **Connector Name**, **Device Location**, etc.), use the **OR** operator. If **AND** is used, Connect will automatically apply the **OR** operator once the criteria are saved and the page is refreshed.

8. Click **Next** to display the available actions.

9. Select a checkbox beside one or more of the actions, which include:

   - **Create Dispatch:** Creates a new dispatch. If you select this action, you must also select a Dispatch operational zone, work zone, and template from the dropdown menus.

   - **Create Alarm:** Creates a new alarm in Dispatch to be managed by the dispatcher in the **Alarms** panel, where they can create new dispatch for the alarm or acknowledge and close the alarm in both Dispatch and the source system. If you select this action, you must also select an operational zone, work zone, and template from the dropdown menus.

   - **Create Activity:** Creates a Perspective activity based on the event. If you select this action, you must also choose a Perspective priority and call category (or categories).

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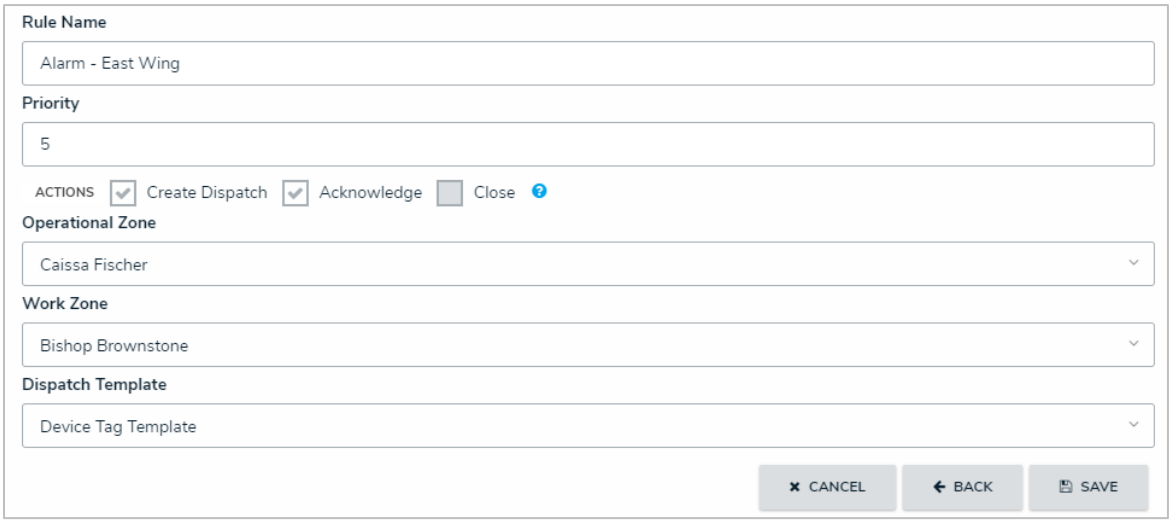
- **Acknowledge:** Automatically acknowledges in the source system that an event has occurred. If you select this action, you cannot select the **Close** action. This action may vary by connector. Refer to your source system's documentation for more information.

- **Close:** Automatically removes the event in the source system. If you select this action, you cannot select the **Acknowledge** action. This action may vary by connector. Refer to your source system's documentation for more information.

You can only select one **Create** action (**Create Dispatch**, **Create Alarm**, or **Create Activity**) per event.



Selecting the actions for the rule.

10. Click **Save** to save your changes.

Edit or Delete a Rule

To edit or delete a rule:

1. Click **Rules** to display the **Rules** page.

2. If needed, enter search terms in the **Search table...** field to narrow down the number of rules displayed or sort the table by clicking on a column.

3. To edit a rule, click **Edit**, make changes to the fields, criteria, and actions as needed, then click **Save**.

To delete a rule, click **Delete**, then **Yes** to confirm.

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