

RESOLVER

CONNECT USER'S GUIDE

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Connect by Resolver Inc.™

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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.

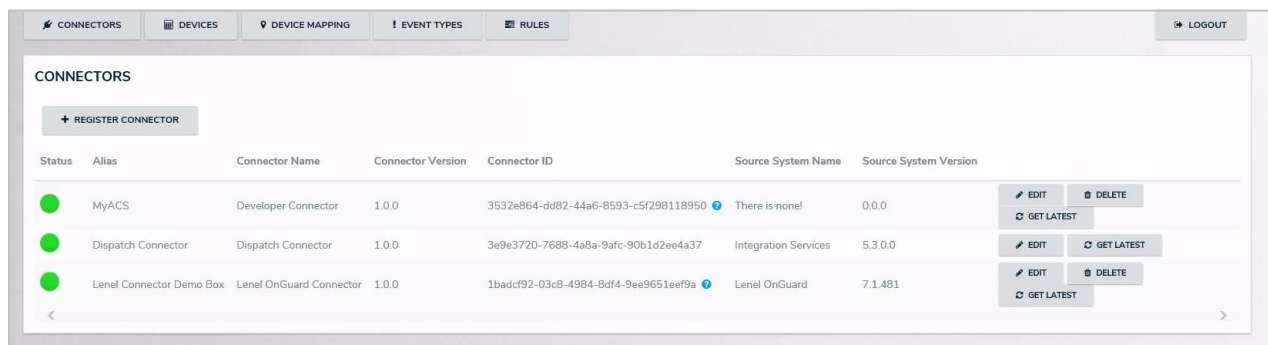
For additional system requirements, see the following guides on the Resolver Support site:

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

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/Acknowledge/Close) to specify what happens when an event that matches certain criteria is logged.



Status	Alias	Connector Name	Connector Version	Connector ID	Source System Name	Source System Version	
●	MyACS	Developer Connector	1.0.0	3532e864-dd82-44a6-8593-c57298118950	There is none!	0.0.0	EDIT DELETE GET LATEST
●	Dispatch Connector	Dispatch Connector	1.0.0	3e9e3720-7688-4a8a-9afc-90b1d2ee4a37	Integration Services	5.3.0.0	EDIT GET LATEST
●	Lenel Connector Demo Box	Lenel OnGuard Connector	1.0.0	1badcf92-03c8-4984-8df4-9ee9651eef9a	Lenel OnGuard	7.1.481	EDIT DELETE GET LATEST

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.

- 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](#).

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:

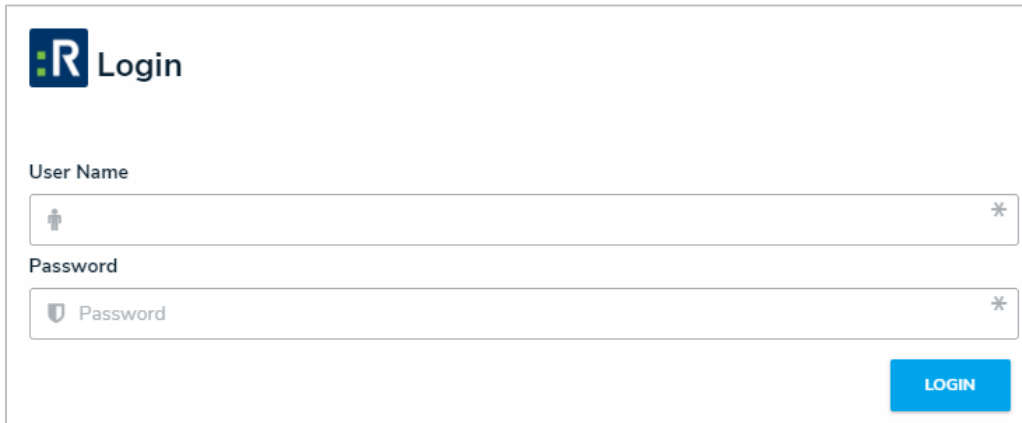
	Indicates a NOTE .
	Indicates a TIP .
	Indicates a WARNING .

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.








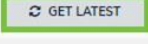
Connectors

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.

Status	Alias	Connector Name	Connector Version	Connector ID	Source System Name	Source System Version	
	Dispatch Connector	Dispatch Connector	1.0.0	3e9e3720-7688-4a8a-9afc-90b1d2ee4a37	Integration Services	5.3.0.0	 
	Lenel Connector	Lenel OnGuard Connector	1.0.0	1badcf92-03c8-4984-8df4-9ee9651eef9a 	Lenel OnGuard	7.1.481	  

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.

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](#).

DEVICES											
+ REGISTER DEVICE		☑ SELECT ALL		📍 SET LOCATION		🏷️ ADD TAGS		🗑️ DELETE		📄 IMPORT DEVICES	
Source System	Connector	Device Type	Device Name	Device ID	Location	Tags					
<input type="checkbox"/>	Lenel OnGuard Connector	Access Control	LENEL-2-Lenel OpenProx	6-3	Benjamin Building > Floor 2	benbldg	EDIT	DELETE			
<input type="checkbox"/>	Lenel OnGuard Connector	Access Control	LENEL-3-MIFARE Reader w/PINPad	6-2	Benjamin Building > Floor 1	benbldg	EDIT	DELETE			
<input type="checkbox"/>	Lenel OnGuard Connector	Access Control	Southeast Door	SED-001	Benjamin Building	benbldg	EDIT	DELETE			

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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.

Status	Alias	Connector Name	Connector Version	Connector ID	Source System Name	Source System Version	
●	Dispatch Connector	Dispatch Connector	1.0.0	3e9e3720-7688-4a8a-9afc-90b1d2ee4a37	Integration Services	5.3.0.0	<input type="button" value="EDIT"/> <input type="button" value="GET LATEST"/>
●	Lenel Connector	Lenel OnGuard Connector	1.0.0	1badcf92-03c8-4984-8df4-9ee9651eef9a ?	Lenel OnGuard	7.1.481	<input type="button" value="EDIT"/> <input type="button" value="DELETE"/> <input type="button" value="GET LATEST"/>

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

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

	Source System	Connector	Device Type	Device Name	Device ID	Location	Tags
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Control	LENEL-2-Lenel OpenProx	6-3		<input type="button" value="EDIT"/> <input type="button" value="DELETE"/>
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Control	LENEL-3-MIFARE Reader w/PINPad	6-2		<input type="button" value="EDIT"/> <input type="button" value="DELETE"/>
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Control	Southeast Door	SED-001		<input type="button" value="EDIT"/> <input type="button" value="DELETE"/>

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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).

A screenshot of a web application's search interface. At the top, there is a search bar with the text 'benj' and a magnifying glass icon on the left and a dropdown arrow on the right. Below the search bar, a list of search results is displayed. The first result is 'Benjamin Building'. The second result is 'Benjamin Building > Floor 1', which is highlighted with a grey background. The third result is 'Benjamin Building > Floor 2'. A mouse cursor is pointing at the '>' symbol in the second result.

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

- iv. Click **Save**.

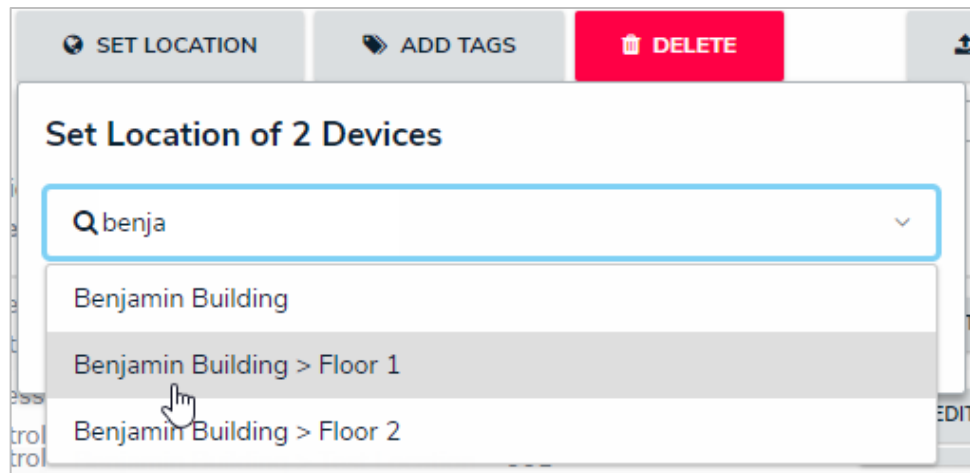
- b. To link a location to multiple devices:
- i. **Optional:** Enter search terms in the **Search table...** field to narrow down the number of devices displayed.
 - ii. Select the checkboxes beside the devices.

	Source System	Connector	Device Type	Device Name	Device ID	Location	Tags
<input checked="" type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Control	LENEL-2-Lenel OpenProx	6-3		EDIT DELETE
<input checked="" type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Control	LENEL-3-MIFARE Reader w/PINPad	6-2		EDIT DELETE
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Control	Southeast Door	SED-001		EDIT DELETE

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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 screenshot shows a modal window titled "Register Device" with a close button (X) in the top right corner. The form contains the following fields and controls:

- Source:** A dropdown menu with "Lenel OnGuard Connector (Lenel OnGuard)" selected.
- Device Type:** A dropdown menu with "Access Control" selected.
- Device Name:** A text input field containing "LENEL-3-MIFARE Reader w/PINPad".
- ID:** A text input field containing "6-2".
- Location:** A dropdown menu with "Benjamin Building > Floor 1" selected.
- Tags:** A search input field containing "benldg" with a search icon (Q) and a close icon (x). To the right of this field is a "+ CREATE" button.
- At the bottom of the form are two buttons: "SAVE" (with a floppy disk icon) and "CANCEL" (with an X icon).

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.

	Source System	Connector	Device Type	Device Name	Device ID	Location	Tags
<input checked="" type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Control	LENEL-2-Lenel OpenProx	6-3		<input type="button" value="EDIT"/> <input type="button" value="DELETE"/>
<input checked="" type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Control	LENEL-3-MIFARE Reader w/PINPad	6-2		<input type="button" value="EDIT"/> <input type="button" value="DELETE"/>
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Control	Southeast Door	SED-001		<input type="button" value="EDIT"/> <input type="button" value="DELETE"/>

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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 screenshot shows a 'Register Device' dialog box with the following fields and controls:

- Source:** A dropdown menu.
- Device Type:** A dropdown menu with 'Access Control' selected.
- Device Name:** A text input field with an asterisk (*) indicating it is required.
- ID:** A text input field with an asterisk (*) indicating it is required.
- Location:** A dropdown menu with a search icon (Q) and a downward arrow.
- Tags:** A dropdown menu with 'Add Tags...' and a search icon (Q), and a '+ CREATE' button.
- Buttons:** 'SAVE' and 'CANCEL' buttons at the bottom left.

The **Register Device** screen.

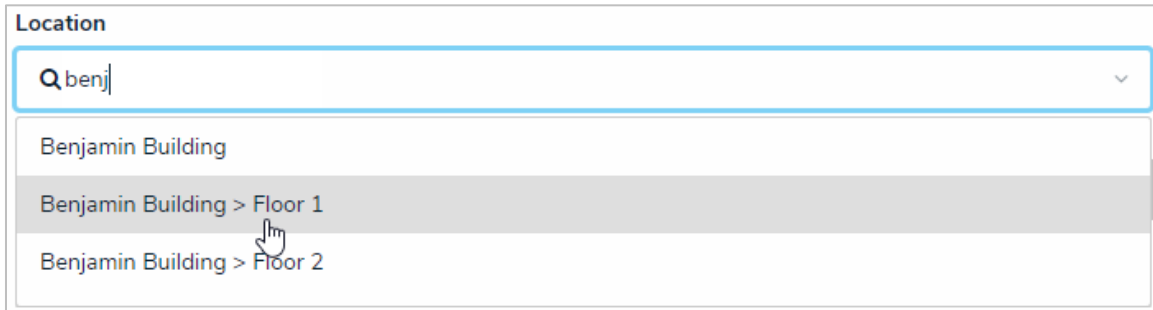
3. Select a connector from the **Source** dropdown menu.
4. Select either **Access Control** or **Camera** from the **Device Type** dropdown menu.
5. Enter descriptive name for the device in the **Device Name** field.
6. Enter the device ID in the **ID** field. This ID can be obtained directly from connector's settings.

This close-up shows the following values entered in the fields:

- Device Name:** LENEL-3-MIFARE Reader w/PINPad
- ID:** 6-2

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

- 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).



The screenshot shows a search interface for locations. At the top, there is a search bar with the text 'Q benj'. Below the search bar, a dropdown menu is open, displaying three search results: 'Benjamin Building', 'Benjamin Building > Floor 1', and 'Benjamin Building > Floor 2'. The second option, 'Benjamin Building > Floor 1', is highlighted with a grey background, and a mouse cursor is pointing at it.

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.

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

Register Device ✕

Source
Lenel OnGuard Connector (Lenel OnGuard) ▼

Device Type
Access Control ▼

Device Name
LENEL-3-MIFARE Reader w/PINPad

ID
6-2

Location
Benjamin Building > Floor 1 ▼

Tags
benbldg ✕ ▼ + CREATE

SAVE ✕ CANCEL

A new device.

Once the devices are successfully registered, you can [map](#) them to Dispatch locations and use them to 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.



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.

- 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.

- 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.



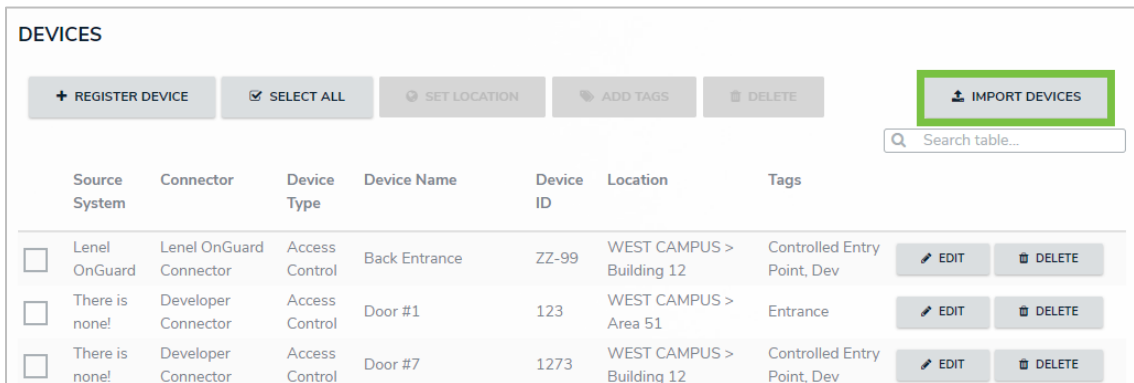
For accuracy, it's recommended that you first import your devices, leaving the **CoordinateX** and **CoordinateY** columns blank, then map the devices using the [Device Mapping](#) tool.

- 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.
- 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 Entrance	5-5	Benjamin Building > First Floor			benblg;camera	

A completed **ImportDevice.csv** spreadsheet.

- Click **File > Save** to save your changes.
- If necessary, log into Connect and click **Devices** to display the **Devices** page.
- Click **Import Devices** in the top-right corner of the page to display the **Import Devices** screen.

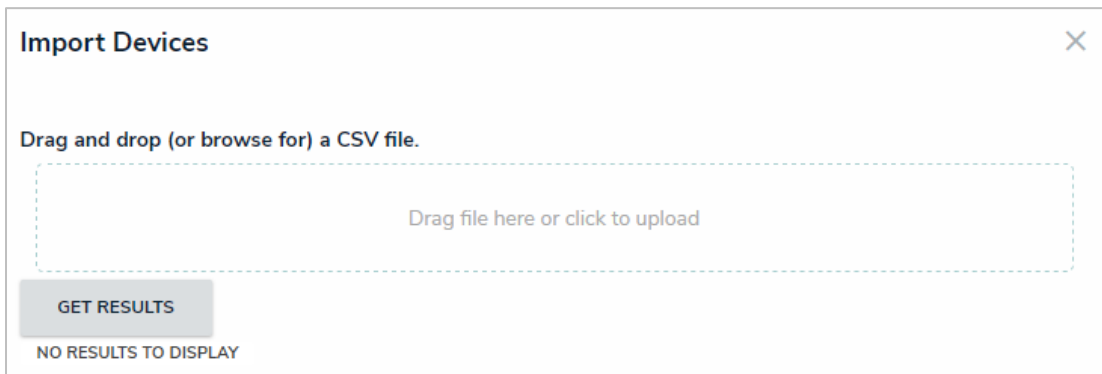


The **Import Devices** button.

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.

Import Devices ✕

Drag and drop (or browse for) a CSV file.

Drag file here or click to upload

GET RESULTS

PREVIOUS IMPORT RESULTS:
NUMBER OF DEVICES ADDED: 0
NUMBER OF DEVICES SKIPPED: 3
NUMBER OF DEVICES UPDATED: 7
IMPORT FINISHED: TRUE

ERRORS:

Row	Error Message
2	Required Field Missing (Missing Device Name)
3	Required Field Missing (Missing External ID)
6	Required Field Missing (Invalid Device Type)

Page 1 of 1 | 3 Rows

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.

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, mapping is required to indicate in Dispatch where the activity is occurring. When Connect creates a new dispatch, 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.

MAP DEVICES

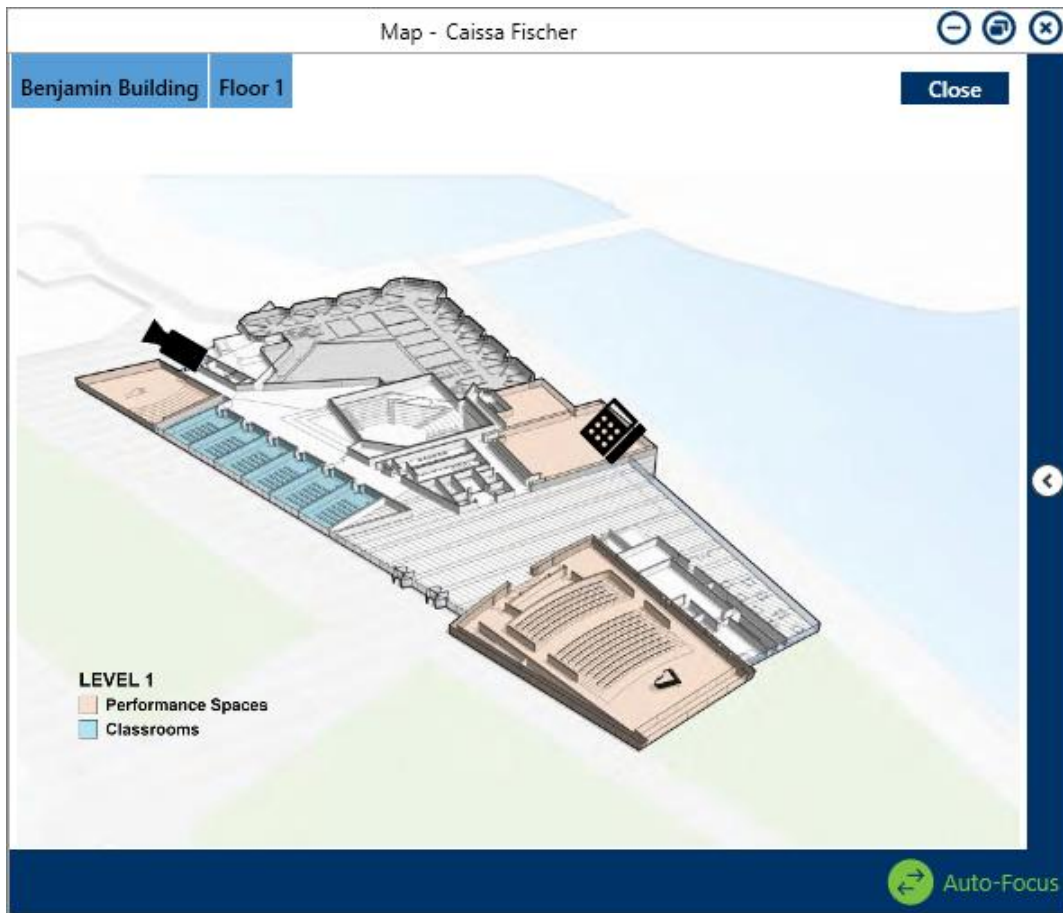
Device Name	Mapped	
Back Entrance	<input checked="" type="checkbox"/>	<input type="button" value="MAP"/> <input type="button" value="X"/>
LENEL-3-MIFARE Reader w/PINPad	<input type="checkbox"/>	<input type="button" value="MAP"/> <input type="button" value="X"/>
Southeast Door	<input checked="" type="checkbox"/>	<input type="button" value="MAP"/> <input type="button" value="X"/>

Page 1 of 1 | 3 Rows

Q Benjamin Building > Floor 1

LEVEL 1
Performance Spaces
Classrooms

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.

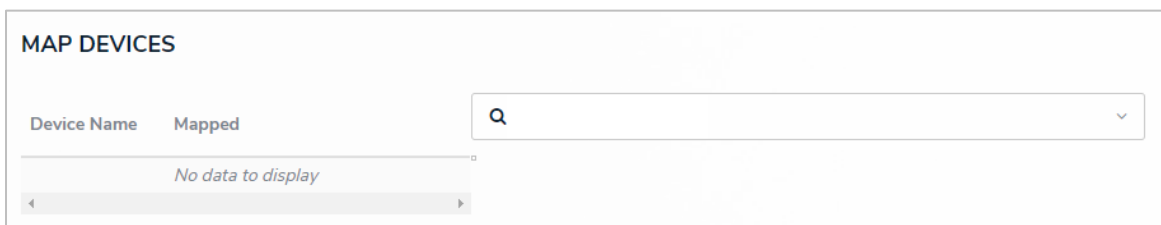


The mapped devices as they appear in the **Map** panel in Dispatch.

Map a Device

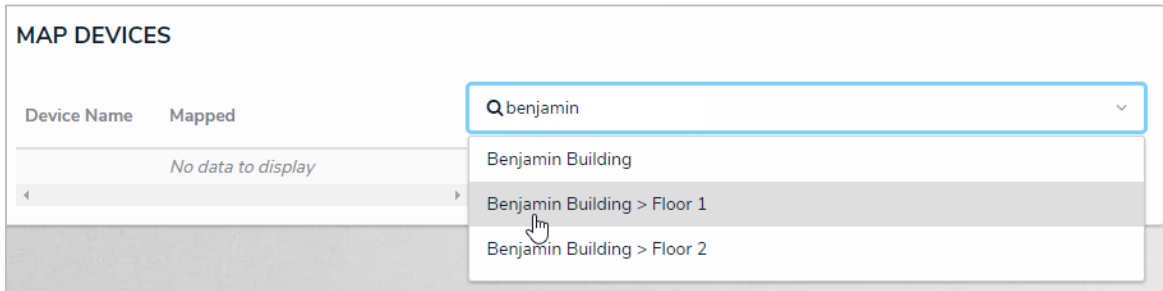
To map a device to a Dispatch location or indoor location:

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



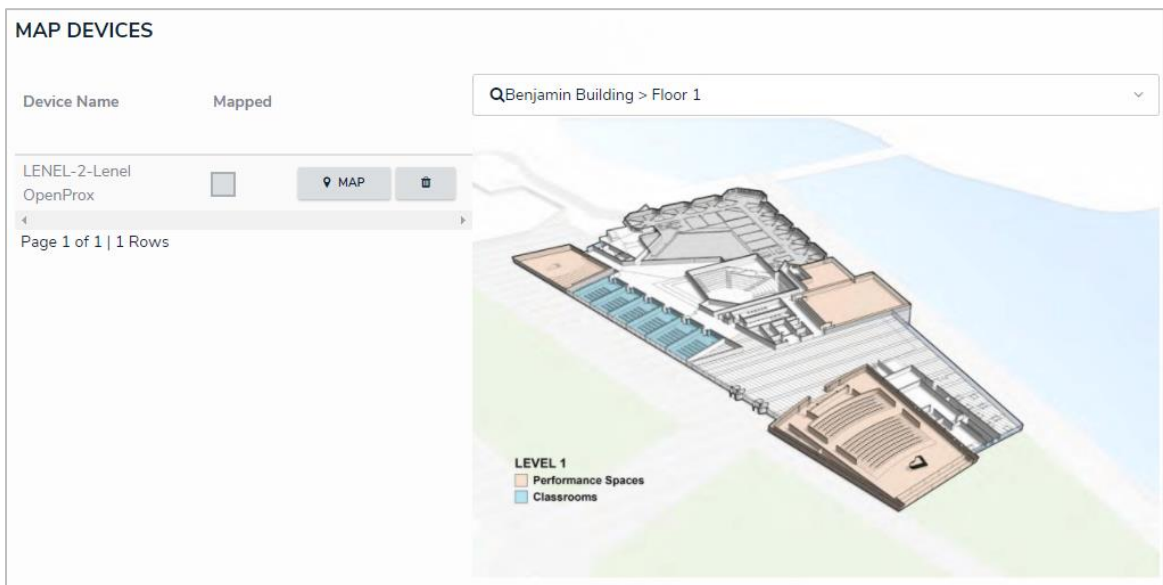
The **Map Devices** page with no location selected.

- 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.

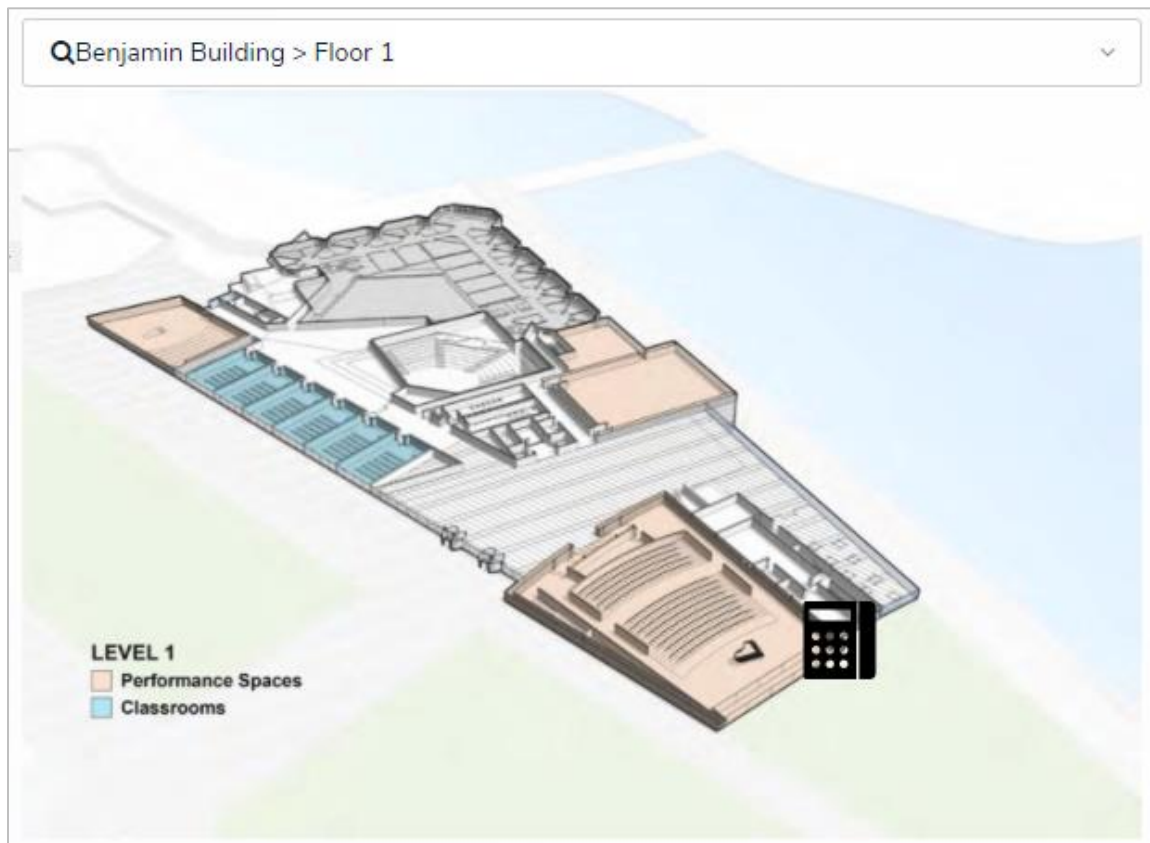


A selected location displaying its floorplan image on the right and any linked devices on the left.



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

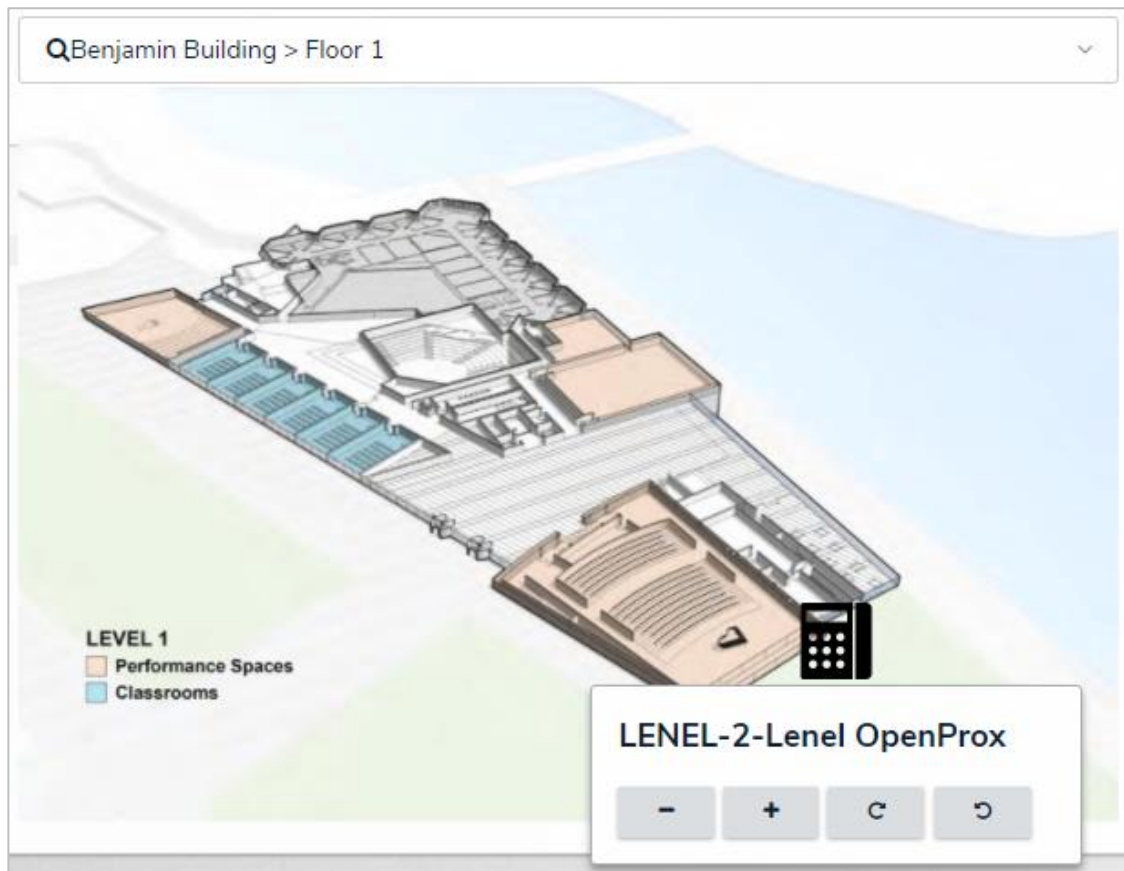
3. Click **Map** beside the device you wish to map in the section to the left of the image, which will convert your cursor to a keypad icon (for Access Control devices) or a camera (for Camera devices).
4. Click an area on the image to place the icon and indicate the location of the device.



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 **C** 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.

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 type 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.

EVENT TYPES

SELECT ALL
 ADD TAGS

	Source System	Connector Name	Event Type Name	Event Type Tags	Event Type ID
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Denied - Access Denied Unauthorized Arming State	Access Denied	1-22
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Denied - Access Denied: Invalid Smart Card Location	Access Denied	1-60
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Denied - No Escort Authority	Access Denied	1-47
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Denied - Reader Authority Toggle	Access Denied	1-51
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Denied - Use Limit Exceeded	Access Denied	1-12
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Granted - Access Granted No Entry Made		0-2
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Granted - Access Granted on Facility Code, No Entry Made		0-3
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Granted - Access Granted to Destination Floor		0-22
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Access Granted - Granted-Master		0-16
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Area APB - Cannot Open Door: Interlock Area Busy		3-15
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Area APB - Interlock Area Busy		3-13
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Video - Smart VMD (R)		11-2426
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Water - Sprinkler Bypass		26-5
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Water - Water Leakage Alarm		26-17

Page 1 of 10 | 1809 Rows
◀ Previous 1 | 2 | 3 | 4 | 5 ... 10 Next ▶

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.

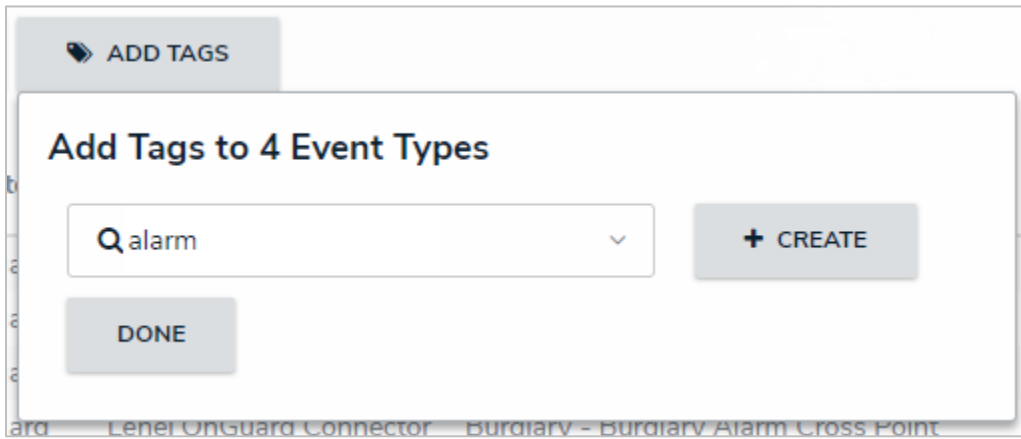
EVENT TYPES				
<input checked="" type="checkbox"/> SELECT ALL		<input type="button" value="ADD TAGS"/>		<input type="text" value="alarm"/>
	Source System	Connector Name	Event Type Name	Event Type ID
<input checked="" type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Area APB - Area Alarm - Confirmed	3-11
<input checked="" type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Area APB - Area Alarm - Unconfirmed	3-10
<input checked="" type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Burglary - Burglary Alarm	21-0
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Burglary - Burglary Alarm Cross Point	21-1
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Burglary - Burglary Alarm Restore	21-2
<input checked="" type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Burglary - Silent Burglary Alarm	21-13
<input type="checkbox"/>	Lenel OnGuard	Lenel OnGuard Connector	Burglary - Silent Burglary Alarm Restore	21-14

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.

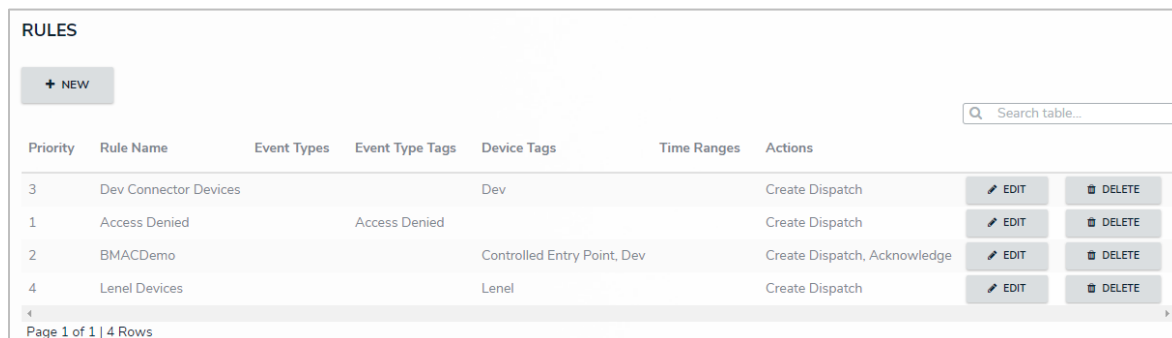
Rules

Rules determine what criteria will trigger an action (**Create Dispatch** in Dispatch, **Acknowledge**, and/or **Close** in the connector source system). 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.



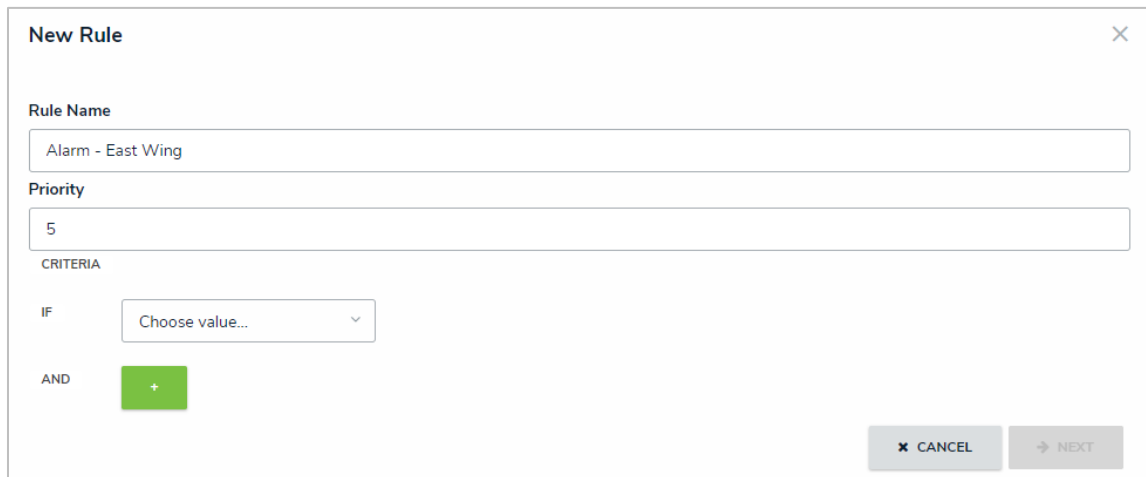
Priority	Rule Name	Event Types	Event Type Tags	Device Tags	Time Ranges	Actions
3	Dev Connector Devices			Dev		Create Dispatch
1	Access Denied		Access Denied			Create Dispatch
2	BMACDemo			Controlled Entry Point, Dev		Create Dispatch, Acknowledge
4	Lenel Devices			Lenel		Create Dispatch

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.



The screenshot shows a 'New Rule' dialog box with the following fields and controls:

- Rule Name:** A text input field containing 'Alarm - East Wing'.
- Priority:** A text input field containing '5'.
- CRITERIA:** A section containing:
 - IF:** A dropdown menu with the text 'Choose value...' and a downward arrow.
 - AND:** A green square button with a white plus sign.
- Buttons:** At the bottom right, there are two buttons: 'CANCEL' (with a close icon) and 'NEXT' (with a right arrow icon).

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.
- **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).



CRITERIA

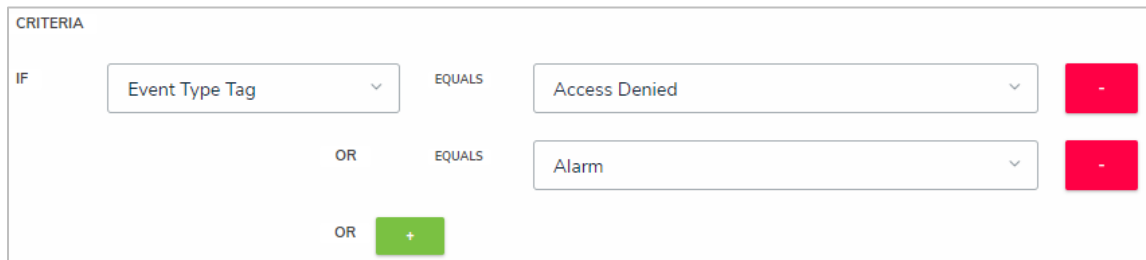
IF

OR


AND


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.





CRITERIA

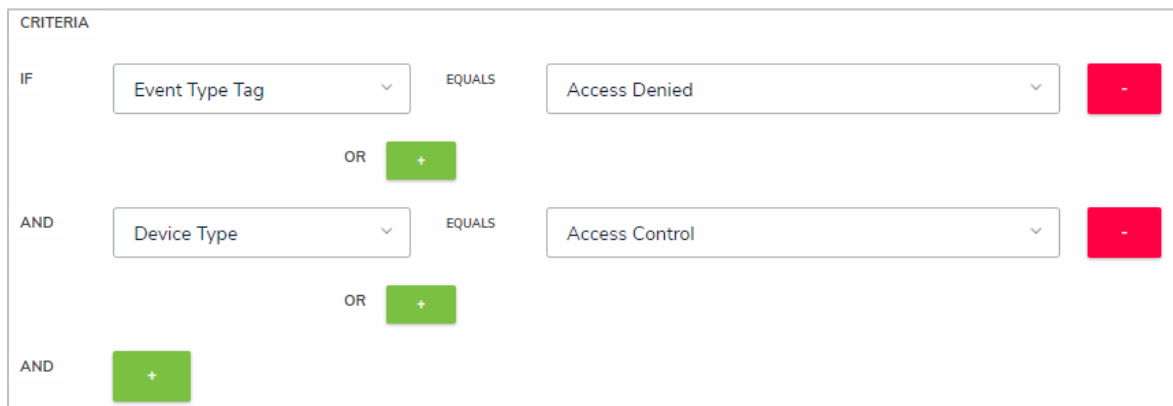
IF Event Type Tag EQUALS Access Denied 

OR EQUALS Alarm 


OR 


*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.





CRITERIA

IF Event Type Tag EQUALS Access Denied 

OR 

AND Device Type EQUALS Access Control 

OR 

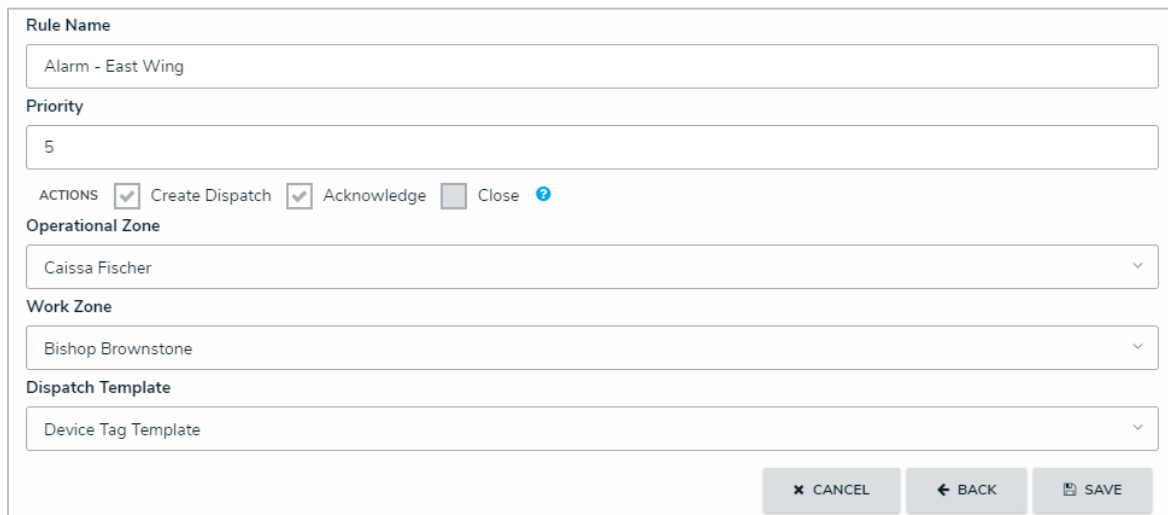
AND 

*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. Select a Dispatch operational zone, work zone, and template from the dropdown menus.
 - **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.
 - **Closes:** 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.



The screenshot shows a configuration form for a rule. The fields are as follows:

- Rule Name:** Alarm - East Wing
- Priority:** 5
- ACTIONS:** Create Dispatch, Acknowledge, Close, and a help icon.
- Operational Zone:** Caissa Fischer
- Work Zone:** Bishop Brownstone
- Dispatch Template:** Device Tag Template

At the bottom right, there are three buttons: **CANCEL**, **BACK**, and **SAVE**.

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.

Contact Information

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