

Rambase 2008 Guide

Ramtech Electronics Limited

Welcome to Rambase!

Welcome to the Rambase 2008 user guide! The aim here is to provide you with all the information you need to get you started and become familiar with the software functionality. However, if you have any questions please contact us on 0115 988 7090

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What is Rambase?

Your Rambase system sits at the heart of your park security network, processing the incoming signals from the alarms on park and deciding what, if anything, to do with them. Alarms keyed on in the caravans will pick up any intruders, these will be relayed to a receiver that we call an Oracle which in turn passes on the decoded messages to Rambase to be processed. In the event of an alarm it will send a message out to the pagers via the Oracle (See Figure 1) but most of the time it will just quietly sit monitoring and recording.

When you're ready you can log in to investigate events, print reports or change the configuration, that's where this guide comes in.

Your Rambase system sits at the heart of your park security network.

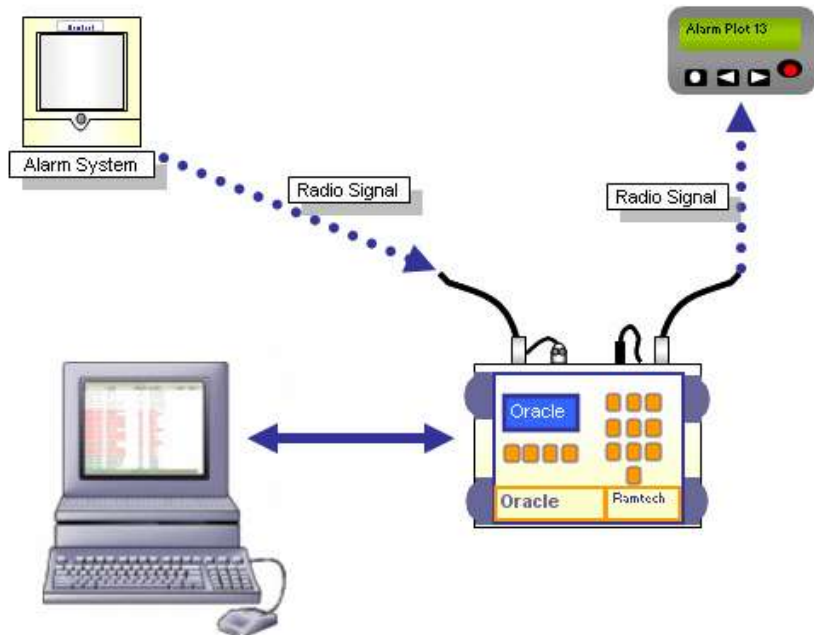


Figure 1 - System Diagram



Figure 2 - Guest Access Form

Logging In

Go ahead and double click the desktop icon labelled Rambase to log in. You'll be prompted for a username and password. If you don't have one you'll need to contact your system administrator for one. Alternatively, in an emergency, use the account GUEST with a password of GUEST, this will then prompt you with a code, simply phone the number provided and we'll talk you through the rest. When you create accounts we recommend you use the same username you'd use elsewhere on your network so it's much easier to remember.

Each account is given an access level, this level determines what you'll be able to change or see once you get into the system. The details for this can be found in Appendix 1 – Account Access.

Main Screen

From here you should be able to get a good overview of the entire system (refer to Figure 5 over leaf or alternatively work through this guide in front of the system). Working our way through the screen;

Screen Top Left: Admin Menu (only visible if you have Admin level access, Fig 3).

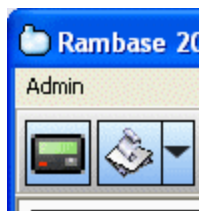


Figure 3 - Admin Menu

..in an emergency use the account GUEST with a password of GUEST...

- ✓ Options – these are system wide configuration options, they very rarely change but if you need some more detail on what each one does hover the mouse over the field to get a more in depth description.
- ✓ Paging – create and maintain pagers.
- ✓ Reference files – Areas, plots and caravans. Not all areas/plots are set up so if you need to transfer an alarm to a new one you'll need to create it in here first.
- ✓ Seasonal Settings – during the off season, when you perhaps want a different paging setup this is where you change it. The one to note is the "page all key on/off" option which allows you to override the system and catch owners sneaking back into their caravans when the park's closed.
- ✓ User Maintenance – take some time on this screen and review all the accounts. If you've got temporary staff then use the enable and disable dates to automatically handle account activation. Encourage all the users to keep their passwords secret, they're all encrypted so not even we can tell you what they are. If the user has failed to enter the correct password too often then it will become locked out, just uncheck the lock flag here and change their password to something basic, when they next go in to the system they should then change their password to something they can remember!

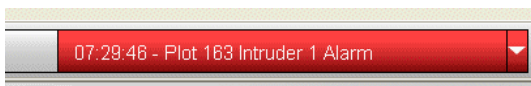


Figure 4 - Last Alarms

Screen Top: Button Bar (Fig 4), you should be able to find most of what you need here, on the right we have the last alarm heard (red area) and on the drop down the last 5 alarms. Clicking on this will take you straight to the alarm details. On the left we have the current events being displayed as they're processed. Hover the mouse over a button to find out what it does.

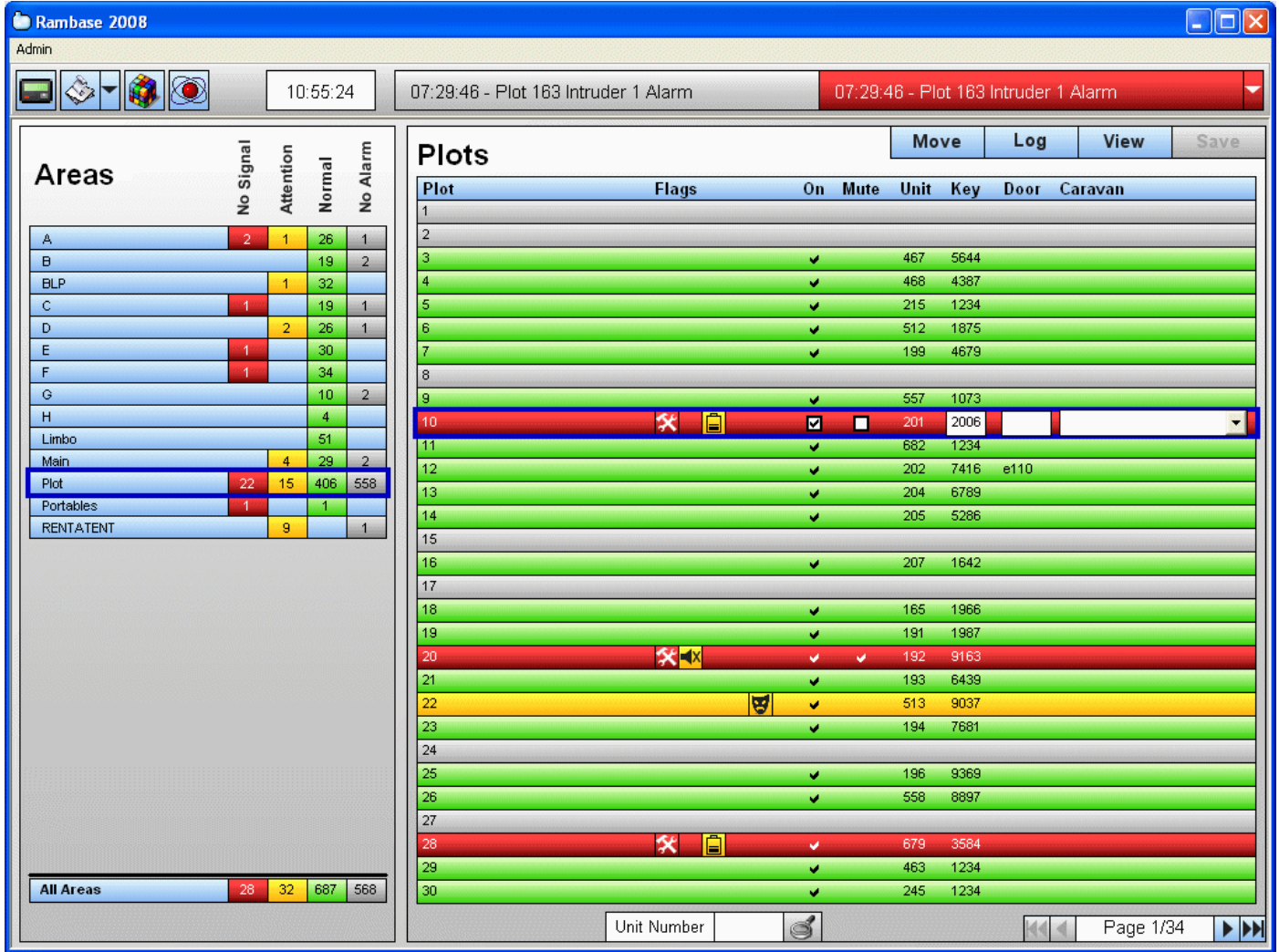


Figure 5 - Main Screen

Centre Left: Areas, clicking on an area or using the mouse wheel will change the plots displayed centre right, the plots displayed on the right are those that belong in the area you have highlighted.

Each of the boxes displays the number of plots in the area, these are colour coded according to their current status.

- ✓ Red – The alarm has not been heard from in at least the last few hours, this may be because it's been moved off park or perhaps it's now faulty. This needs investigating.
- ✓ Amber – These alarms definitely need to be looked at, hover your mouse over the symbol in the plot area to find out what the issue is. Except for muted alarms these need to be reported to Ramtech and we'll resolve the issue on our next visit.
- ✓ Green – Everything working fine.
- ✓ Grey – Empty plot, no alarm installed.

Keeping the door key information up to date helps us and you deal with alarms faster.

Special Areas

Main – General area used for buildings.

Limbo – Catch all area for alarms that are no longer in use or whose real location is lost.

Portables – Sometimes called mobiles, this used for the portable units.

Clicking in the numbered boxes further filters the plots displayed on the right hand side, so clicking in the amber box for All Areas at the bottom will show you all the amber units.

Centre Right: Plots area, high lighting the plot allows you to edit some of the basic information without having to go into the detail. If it has a red or yellow background then the flag icons will tell you what the problem is.

If you're looking for a specific unit number then there's a search box right at the bottom. Every alarm has its own unique number that we use to identify it.

Checking the mute box and muting an alarm stops intruder alarms paging, and only intruder alarms, it doesn't stop box tampers or panics for example. You might want to do this when you can't turn the alarm off, for example you don't have the keys, but when the van is in use. Switching it off means we ignore everything from the alarm, it's not even recorded so be careful when you use the function.

Also be aware that there could well be multiple pages of plots so there's some more buttons bottom right to help you to navigate from page to page.

At the top right you see the buttons;

- ✓ Move, use this to move the caravan to a new plot, or if it's left park, move it to Limbo. If you just want to remove the unit from the system, move it to limbo as well. When moving to limbo you'll have the option of leaving the alarm enabled, you'd normally want to disable it. If the alarm pages whilst in limbo it'll use its old location as a description with an "Ex" in front E.G. Ex Beechview 12. If it's mobile unit you don't use this button, go into the details and change the Paging Location field to its new plot.
- ✓ Log, view all the events for that alarm.
- ✓ View, brings up the alarm details screen, or you can also double click on the plot.

If you make any changes, the Save button will highlight. If you don't want to save them then just close or move to another screen and cancel when prompted too.

Top Left Buttons;



Page, use this to send messages out to field staff that carry pagers, perhaps you need them to check in.



Reports, the main button runs the system report, the drop down contains a number of other reports you may want to run from time to time.



Change Password, you should change it reasonably often as good security practice.



Current Event Log, this will show you the full list of events as they come in.

Keep the alarm locations up to date – otherwise your security staff will be sent to the wrong locations with misleading pager messages!

Location : GOLF CLUBHOUSE

Alarm

Unit Number : 705 Enabled

Alarm Type : 5080 Other (1 24hr) Unmuted

Last Alarm : 10/06/2009 16:18:51 Alarm Key : 2425

Last Armed : Never

Last Disarmed : 01/02/2009 13:01:16

Created : 15/03/2008 08:06:22

Last Updated : 08/07/2009 12:11:00 by Admin EMA

Owner

Title :

Forename :

Initials :

Surname :

Telephone :

Caravan

Stock Code :

Type :

Door Key :

Additional Information

Low Battery

This Unit has reported a low battery on the 03-Jun-09 at 00:55. It will continue to function normally for upto 3 months from that date, please contact Ramtech and arrange for an engineering visit.

Plot A 1 Unit No

No	Description	Type	On	Page
1	24 HR 1 ALARM	Alarm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	24 HR 2 ALARM	Alarm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	24 HR 3 ALARM	Alarm	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8	24 HR 4 ALARM	Alarm	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	24 HR 3 ALARM	Alarm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10	24 HR 4 ALARM	Alarm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11	JNC BOX Tamper	Alarm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12	Box Tamper	Alarm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
13	Autoreset	System	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14	Power On Armed	Status	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15	Power On Disarmed	Status	<input checked="" type="checkbox"/>	<input type="checkbox"/>
16	Masked Inputs	Status	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	Key Off	Status	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18	Key On	Status	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Figure 6 - Alarm Details

Alarm Details

On this screen you'll find a lot of extra detail for the alarm that you'll only need from time to time. The zone information down the right hand side is for information only, this can be changed by Ramtech staff and largely depends on the kind of alarm system it is.

At the bottom of the screen you'll see some additional information, if there's some, which should give you a better insight into any issues the alarm may have. Just click on the icon to gain a fuller description.

The biggest reason to come to this screen is to change the paging location of the alarm (in the Alarm section). Mobiles, or portables as they're also known are alarms that can be moved around, they're not in a fixed location. These are tied to a special area (called Mobiles or Portables), when they move you don't use the move wizard as usual, you change this field to the current location. When the alarm pages it uses this description and not the location description as it would do normally.

On the details screen use the paging location to move a portable alarm, NOT the move button.

The EMA button allows you to flag the unit as not having an extended maintenance agreement. In essence this means that if you want the alarm serviced you'll be charged, it also means that it's excluded from the system report since that only includes alarms that are covered.

At the very bottom of the screen are some extended search options.

System Reports

You need system reports on a regular basis, either run them manually or via options you can have them printed automatically on a daily basis. A system report shows all the units that need to be attended by Ramtech or that you need to be aware of such as which units are muted. FAX this to 0115 970 5415 and we'll schedule an engineer to come and resolve all the issues.

Contact Details

Contact us at the following address:

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Appendix 1 – Account Access

Account Type	Privileges
Admin	Has access to the Admin menu which in turn means they can create new accounts, new areas/plots, change some system settings and configure paging. They also have a couple of extra reports not available at lower levels; User Login Report and Audit Trail.
Standard	This account level can change details but can't affect the configuration of the system.
Mute Only	This level cannot make changes with the exception of Muting units, this is aimed at security staff.
Read Only	The lowliest level of access can only look but not change anything.