
# SecurUS CS Guide

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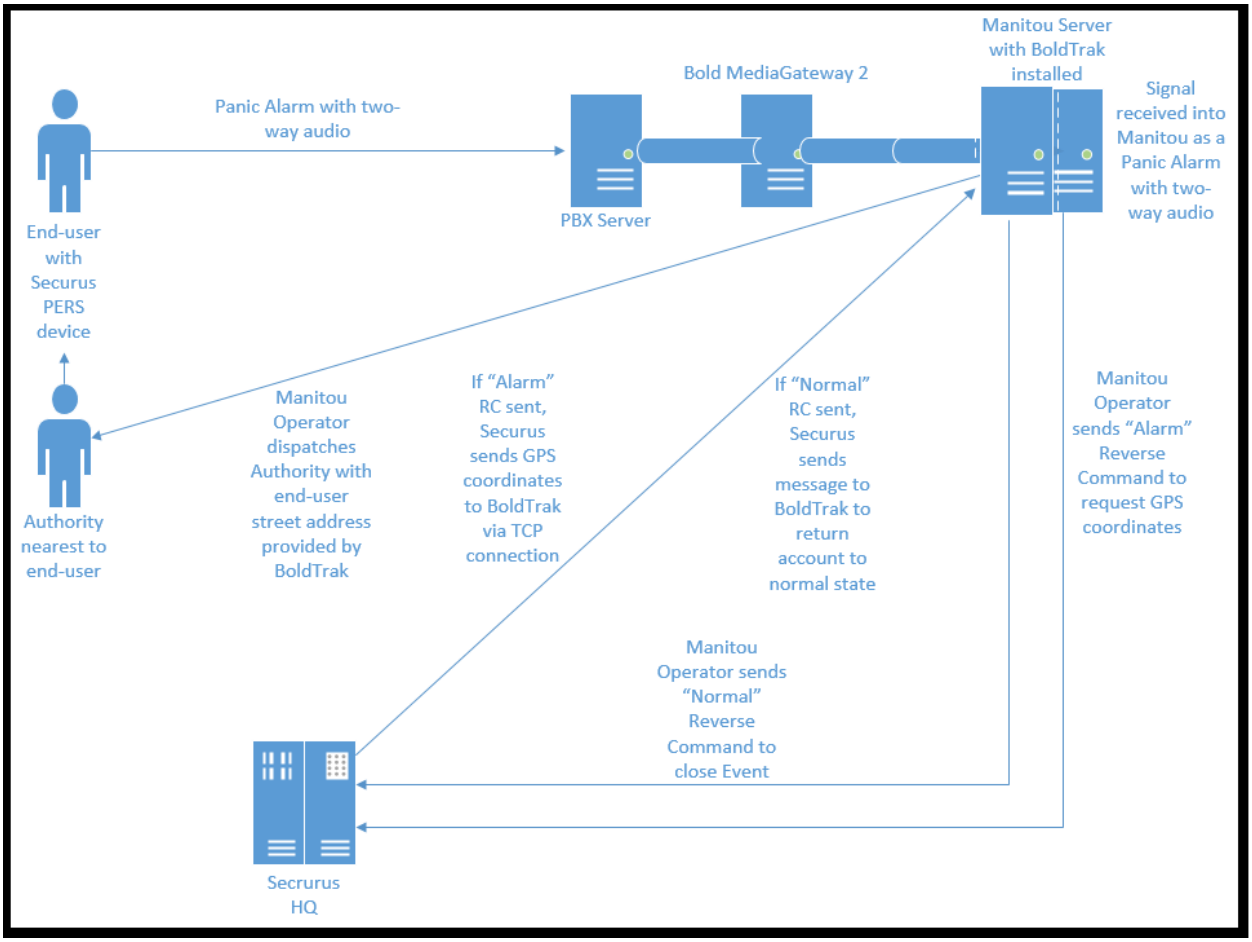
# Table of Contents

# How SecurUS Works

SecurUS is a PERS (Personal Emergency Response System) device. In the event of an emergency, the SecurUS user engages the panic button on his SecurUS device. The SecurUS device then calls into the user's Central Station. The user's call is first received by the PBX server which sends it on to the MediaGateway 2. The communication then presents to Manitou as an alarm with an accompanying Two-Way Voice component.

When the Operator receives the alarm, he sends a Reverse Channel Command of "Alarm" to SecurUS. He can also now communicate directly with the SecurUS user through Two-Way Voice. When SecurUS receives the "Alarm" command, it responds by sending GPS coordinates of the user's location into BoldTrak. BoldTrak then translates the GPS coordinates into a street address. The Central Station Operator then provides the user's street address to the Authority and dispatches emergency personnel to the scene. Once the emergency has abated, the Operator sends a "Normal" Reverse Channel Command to SecurUS. This clears the event in the SecurUS portal.

Please refer to the diagram below for a visual explanation of the SecurUS functionality:

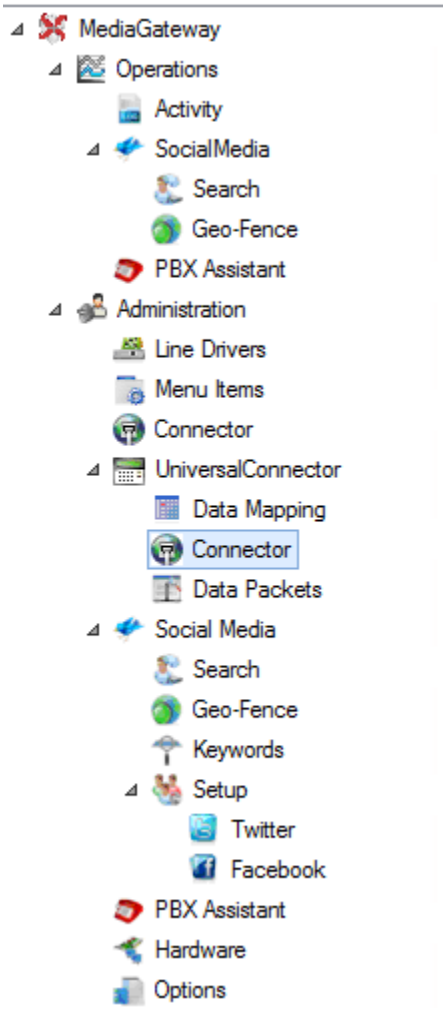


# Configuring SecurUS

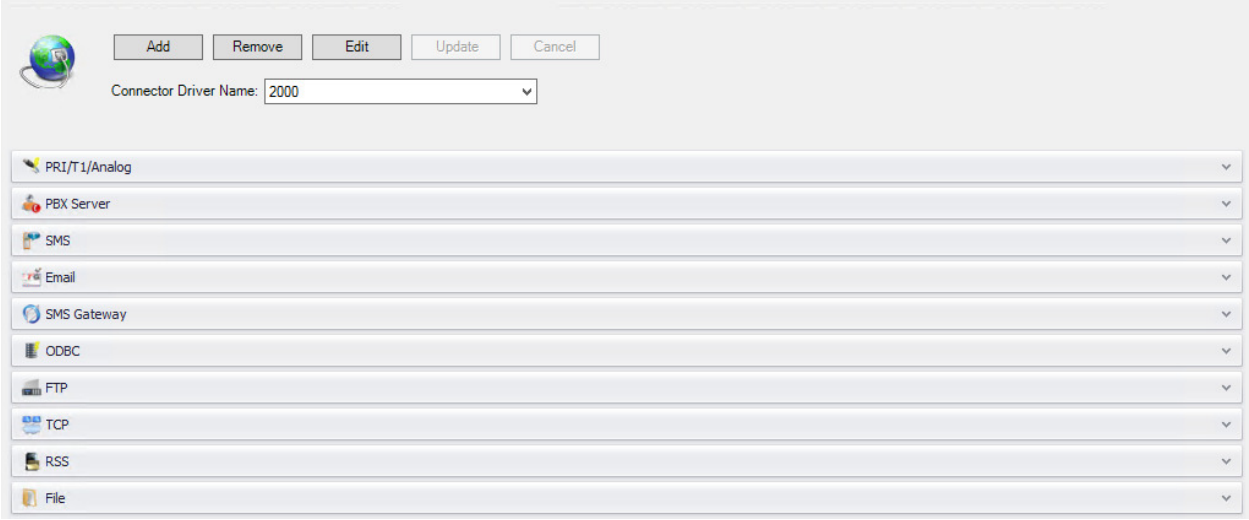
## Adding a SecurUS Connector in the MG 2

Perform the following steps to add a SecurUS connector in the MediaGateway 2:

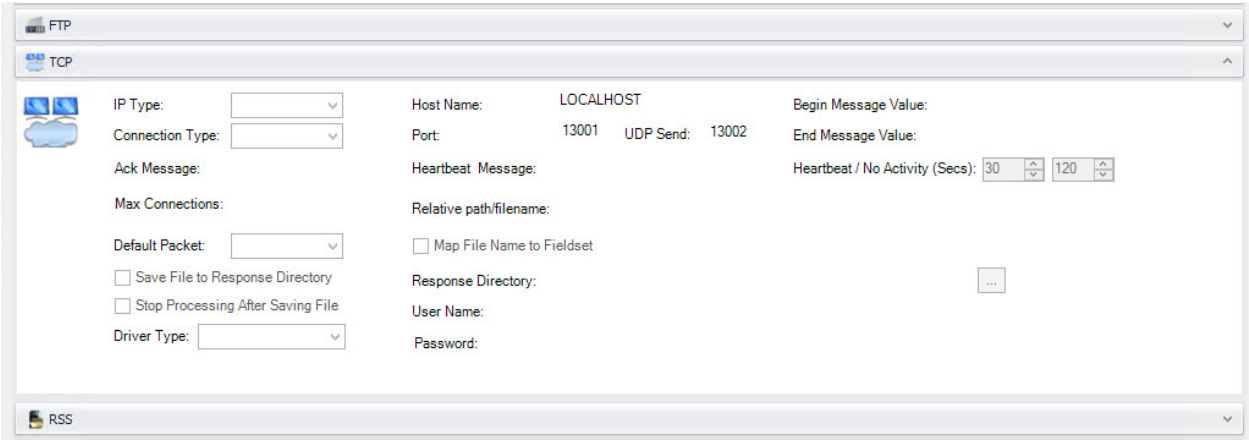
1. Open the MediaGateway 2.
2. Select the “Connector” option from the Navigation Tree as shown in the following screenshot:



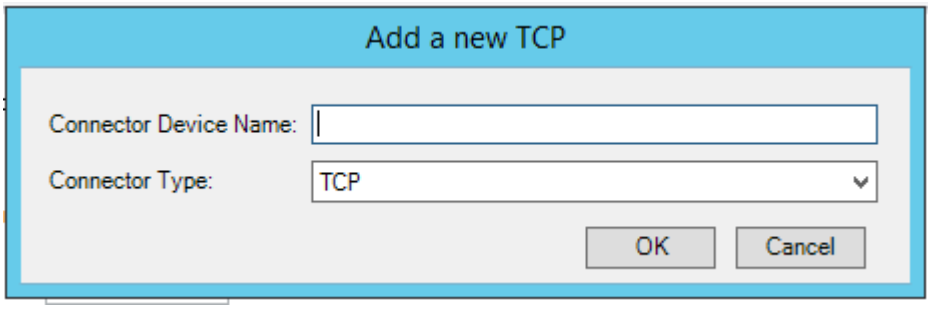

**Result:** the Connector form displays as shown in the following screenshot:



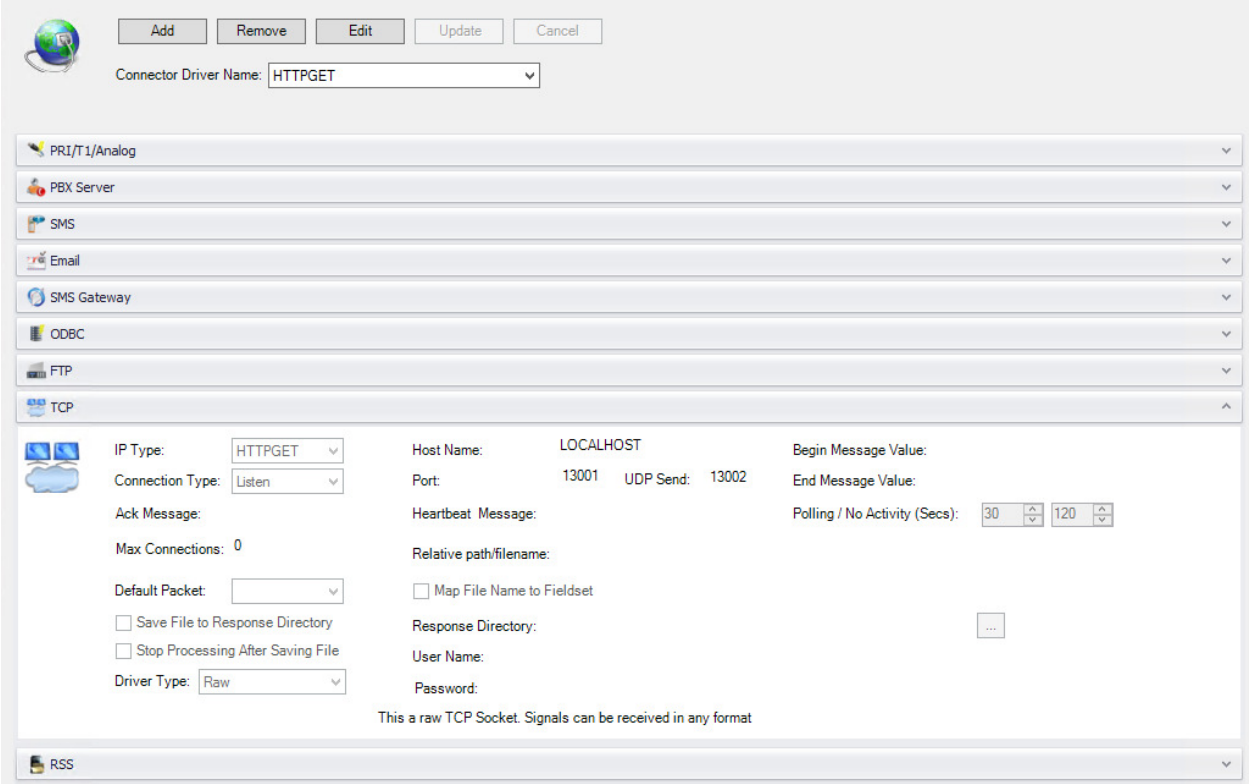

3. Expand the “TCP” area of the form as shown in the following screenshot:



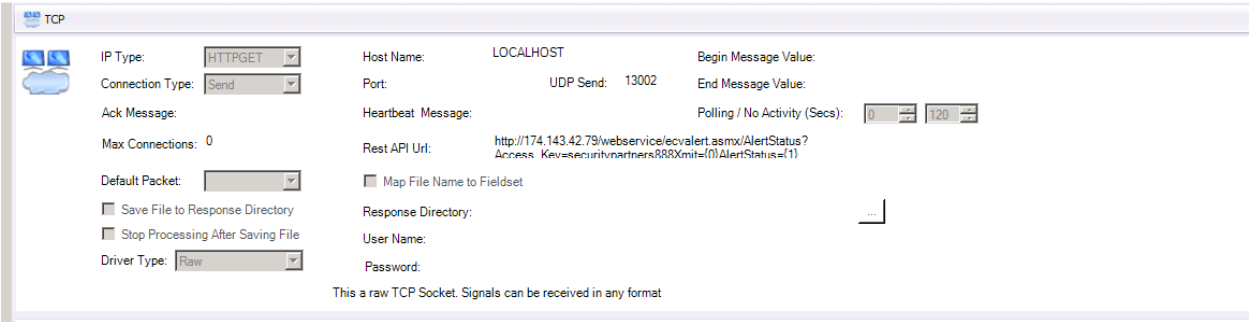

4. Click “**Add**”.
**Result:** the “Add a new TCP” window displays as shown in the following screenshot:




5. Enter “HTTPGET” into the “Connector Device Name:” field, and click “**OK**”.
**Result:** the “Add a new TCP” window closes, and the HTTPGET Driver you just created displays as shown in the following screenshot:




6. Click "**Edit**".
7. Select "Send" from the "Connection Type:" dropdown menu.
8. Enter the URL for the BoldTrak machine on which you want to receive GPS coordinates back from SecurUS.
9. Select the values you want in the "Polling/No Activity (Secs):" field. Now, your TCP Connector should match the screenshot below (with the exception of your entry in the "Rest API URL:" field.)

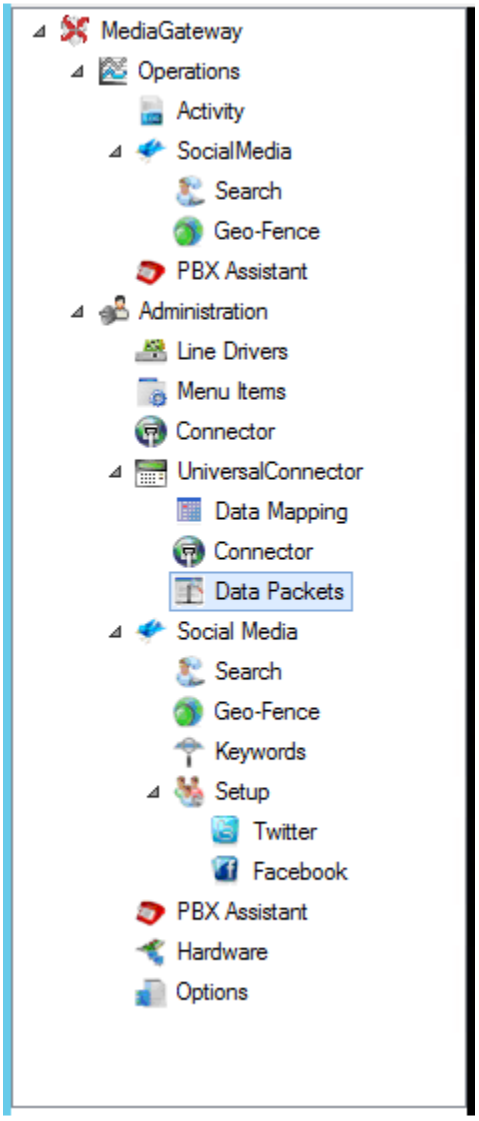



10. Click "**Update**" and "**Save**".

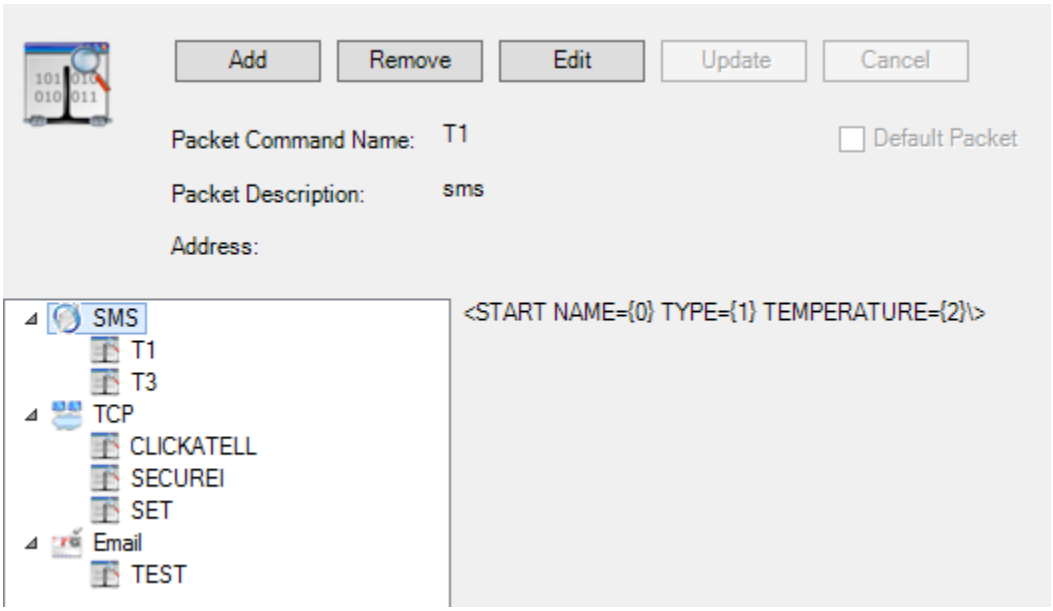
# Adding the SecurUS Packet Command in the MG 2

Perform the following steps to add the SecurUS Packet Command in the MediaGateway 2:

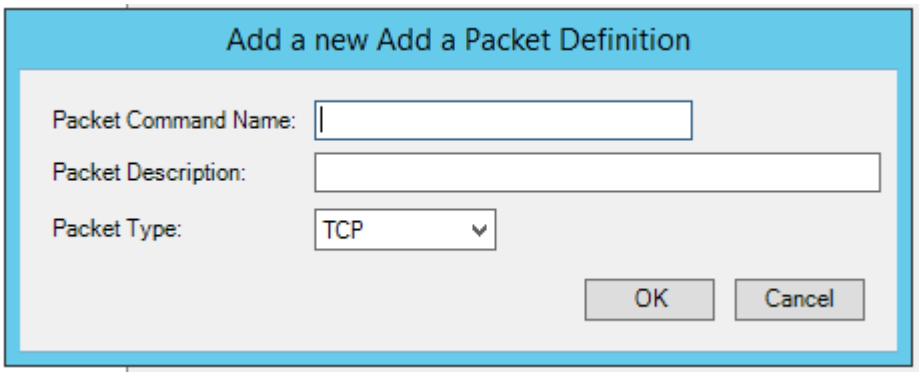
1. Open the MediaGateway 2.
2. Select the “Data Packets” option from the Navigation Tree as shown in the following screenshot:



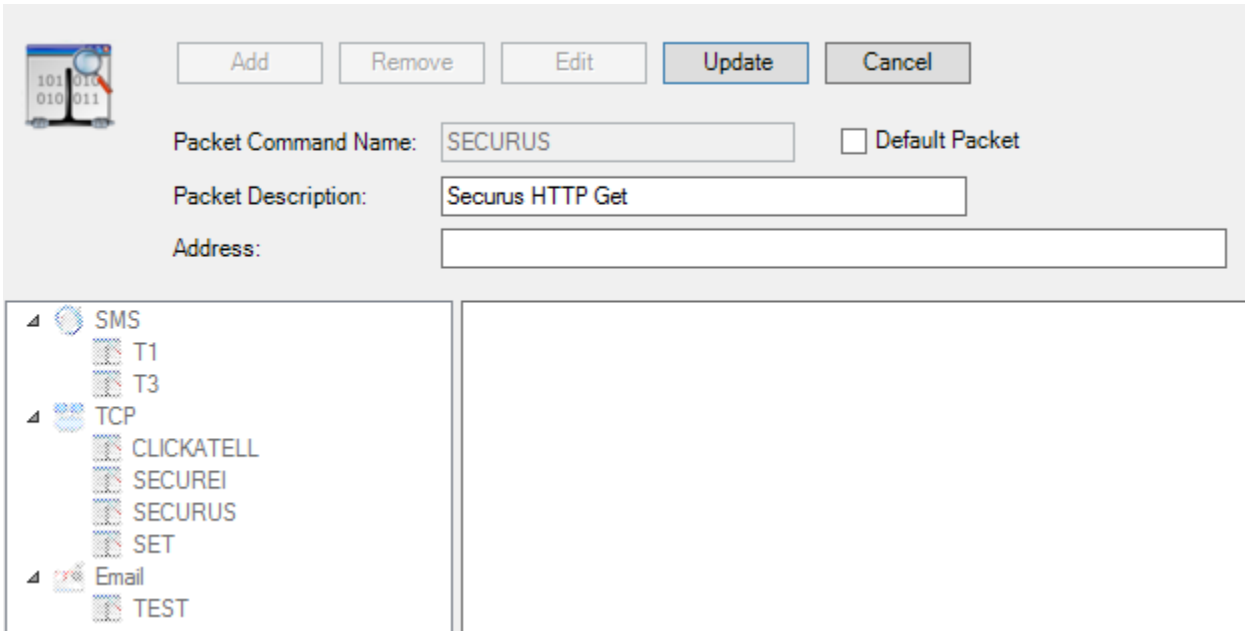

**Result:** the Data Packets form displays as shown in the following screenshot:



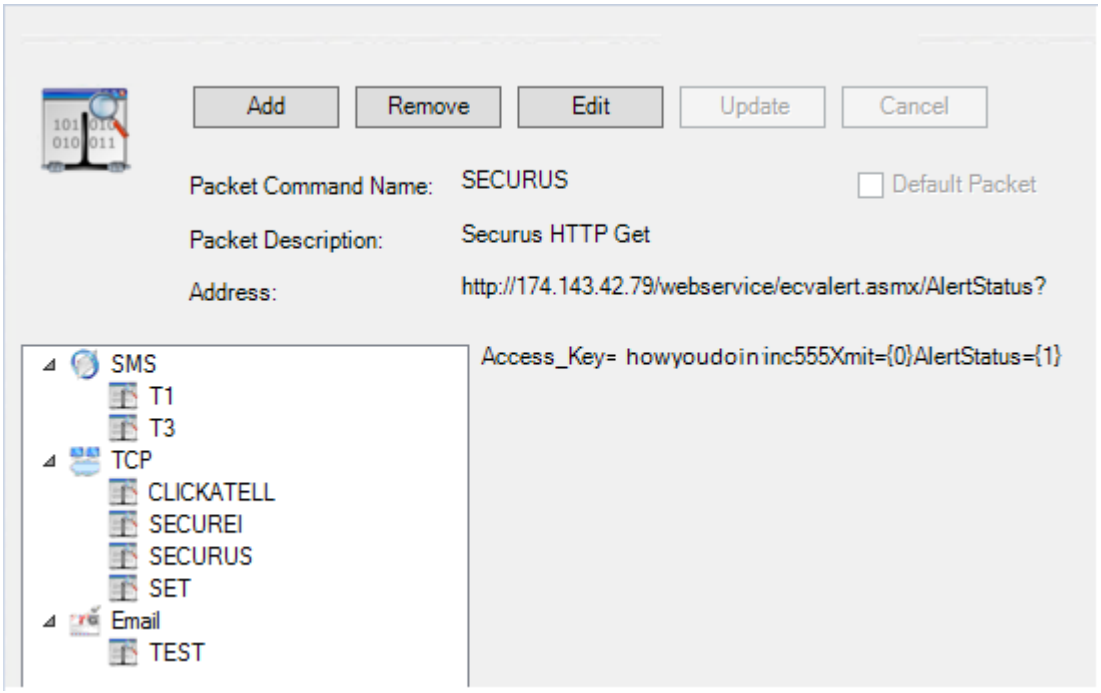

3. Select the "TCP" node, and click "**Add**".
   **Result:** the "Add a new Add a Packet Definition" window displays as shown in the following screenshot:




4. Enter "SECURUS" into the "Packet Command Name:" field.
5. Enter "SecurUS HTTP Get" into the "Packet Description:" field, and click "**OK**".
   **Result:** the "Add a new Add a Packet Definition" window closes, and the system returns you to the Data Packet form as shown in the following screenshot:



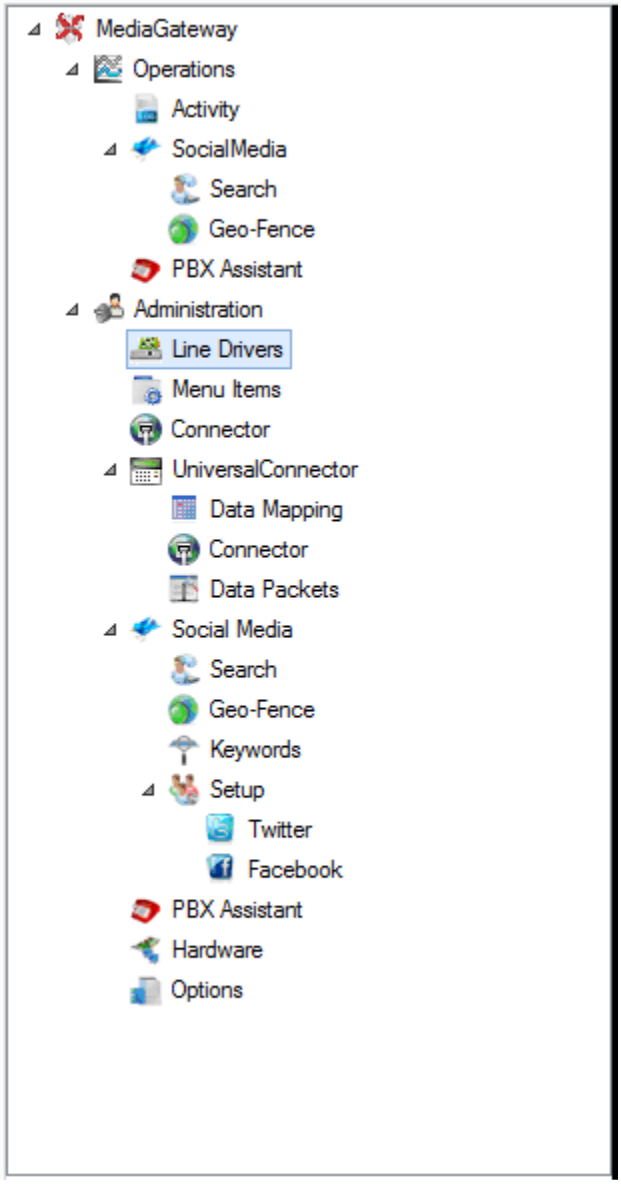

6. Enter the SecurUS URL to which you want to send the Data Packet into the “Address:” field.
7. Enter the command text into the large blank area below the “Address:” field.
8. Click “**Update**”, and then click “**Save**”.
   **Result:** the Data Packet you created now displays as shown in the following screenshot:



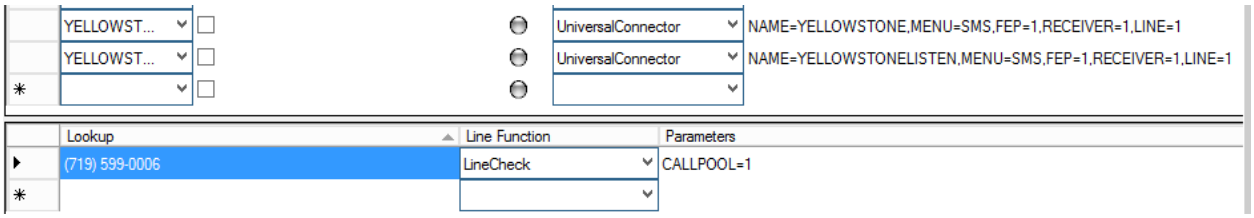

# Adding the Line Driver in the MG 2

In order for the SecurUS HTTP Get Data Packet to be properly sent from the MediaGateway 2, you must add and configure the SecurUS Line Driver. Perform the following steps to add and configure the Line Driver in the MediaGateway 2:

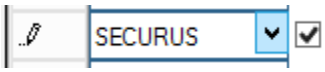
1. Open the MediaGateway 2.
2. Select “Line Drivers” from the Navigation Tree as shown in the following screenshot:



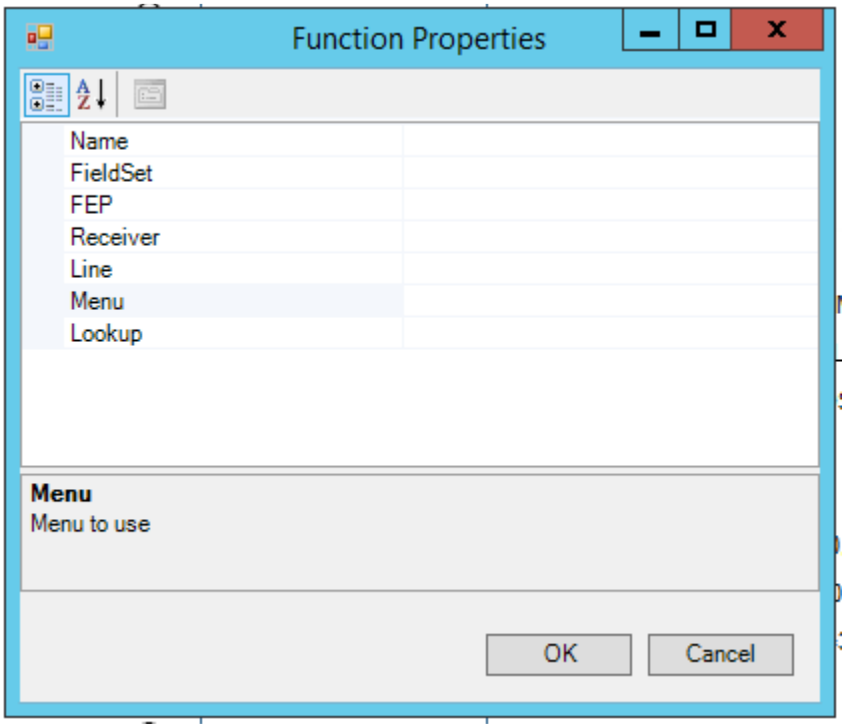

**Result:** the Line Drivers form displays as shown in the following screenshot:




3. Click in the blank field denoted by the asterisk, and enter "SECURUS".
   **Result:** the Active checkbox next to your new Line Driver displays as shown in the following screenshot:




4. Select "Universal Connector" from the "Line Function" dropdown menu.
5. Select the blank "Properties" field to the right of the "Line Function" menu, then right-click and select the "Properties" option.
6. **Result:** the "Function Properties" window displays as shown in the following screenshot:




7. Enter/select the Properties you want to apply to your Line Driver, and click "**OK**".
   **Result**: your new Line Driver displays. Although your Properties may vary depending on your specific configuration, your completed Line Driver displays as shown in the following screenshot:

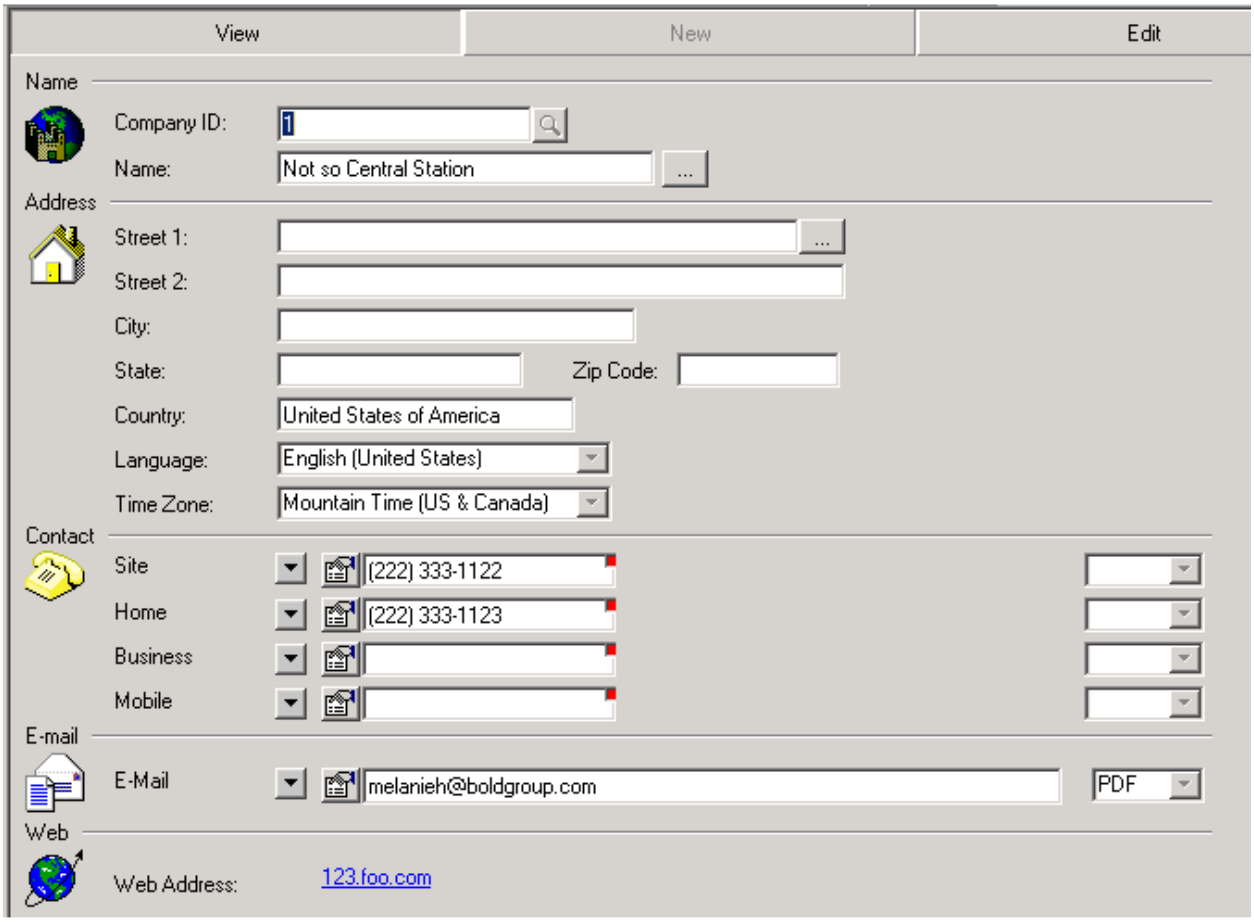

8. Click "**Save**".

# Adding the Reverse Channel Commands in Manitou

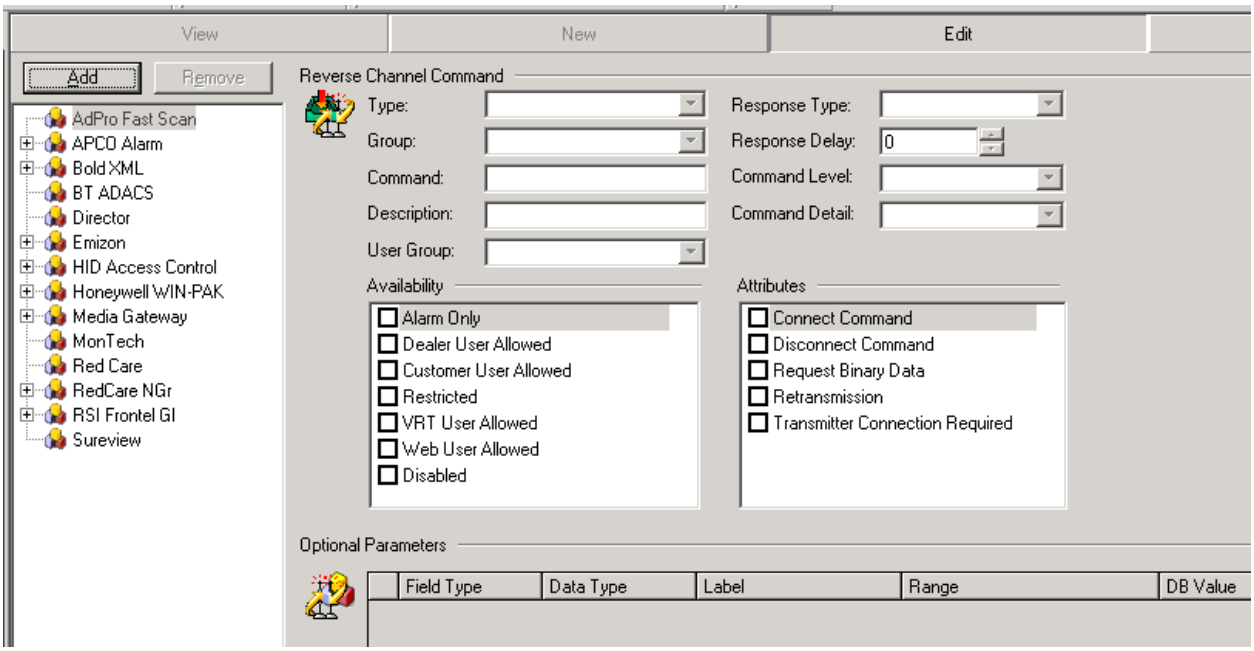
A Manitou Operator responding to an alarm from a Customer with a SecurUS device must send "ALARM" and "NORMAL" Reverse Channel Commands to SecurUS.

Perform the following steps to create the necessary Reverse Channel Commands:

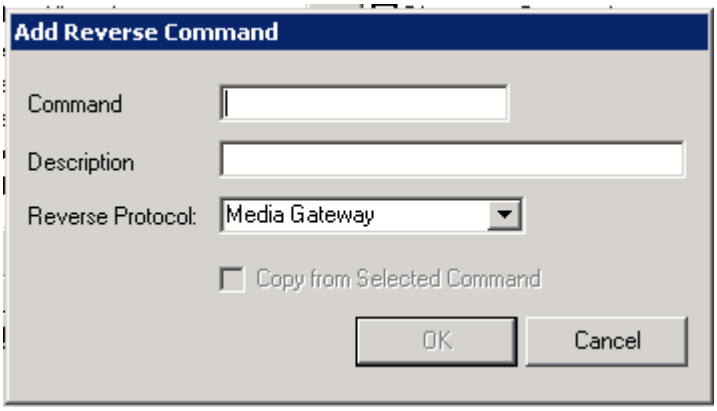
1. Open the Manitou Operator Workstation.
2. Navigate to the Maintenance menu, and select "Monitoring Company".
   **Result:** the Monitoring Company form displays as shown in the following screenshot:



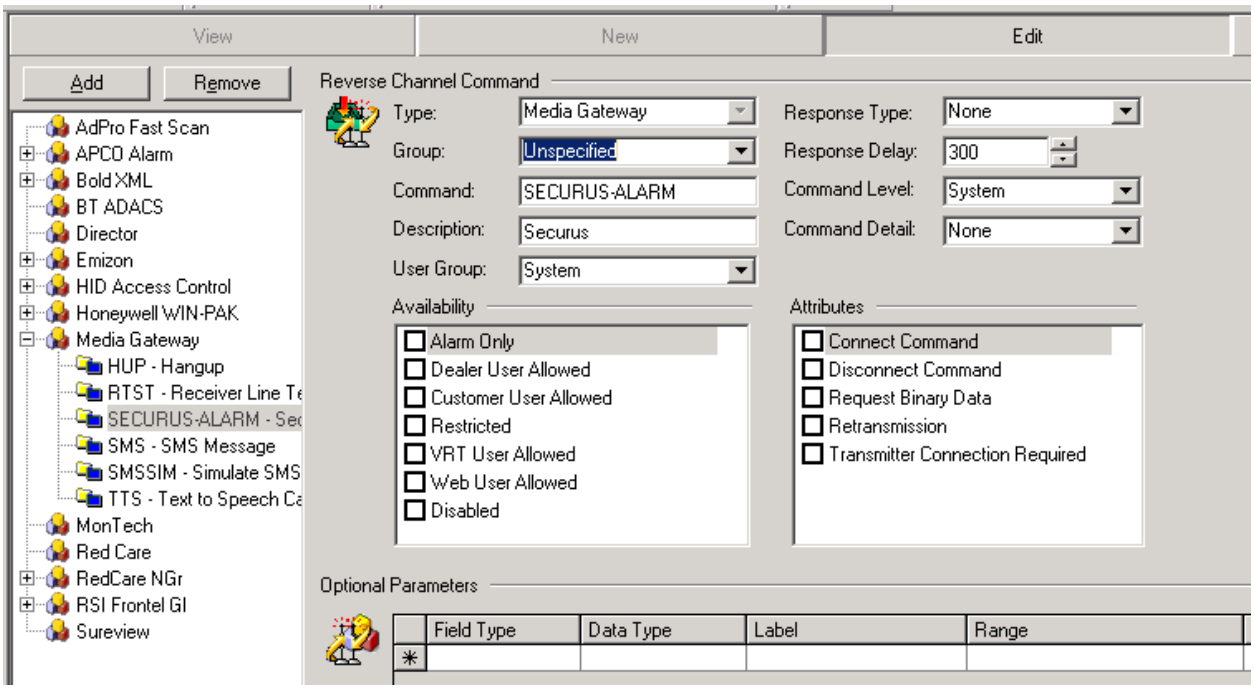

3. Enter the ID for the Monitoring Company for whom you want to add a Reverse Channel Command, or perform a Lookup.
4. Select the "Reverse Command" option from the Jump To menu.
   **Result:** the "Reverse Channel Command" form displays as shown in the following screenshot:



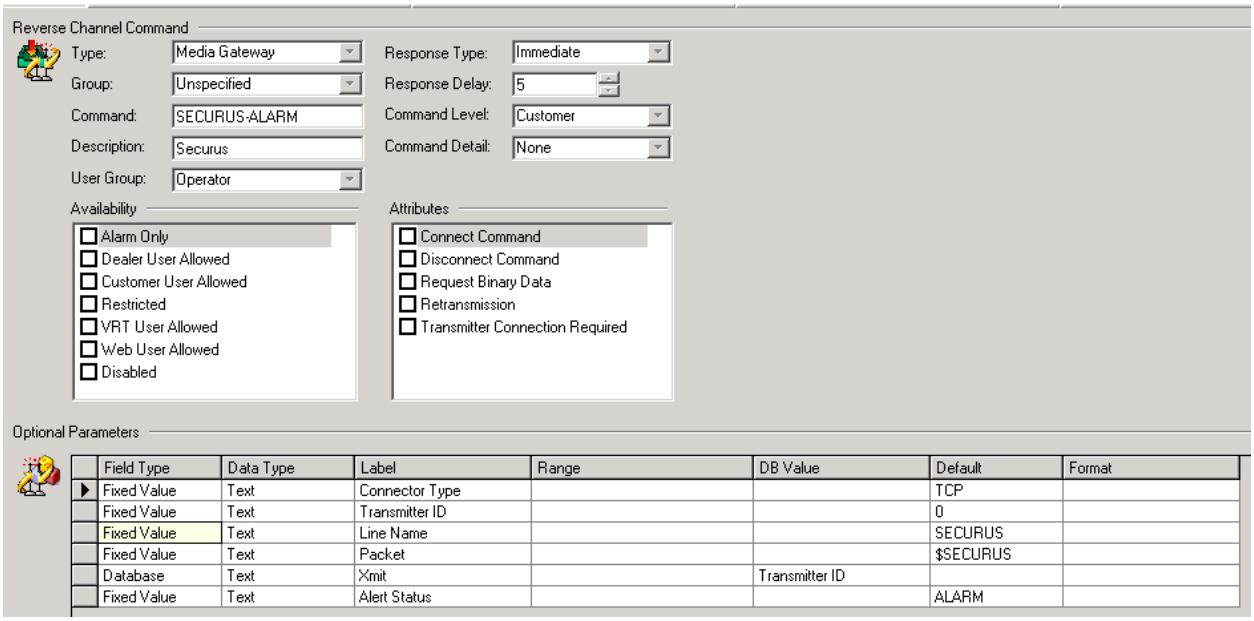

5. Select the Media Gateway Navigation Tree Node.
6. Click "**Edit**", and then click "**Add**".
   **Result:** the "Add Reverse Command" window displays as shown in the following screenshot:




7. Enter "SECURUS-ALARM" into the "Command" field.
8. Enter a description into the "Description:" field, and click "**OK**".
   **Result:** the "Add Reverse Command" window closes, and the system returns you to the Reverse Channel Command form as shown in the following screenshot:

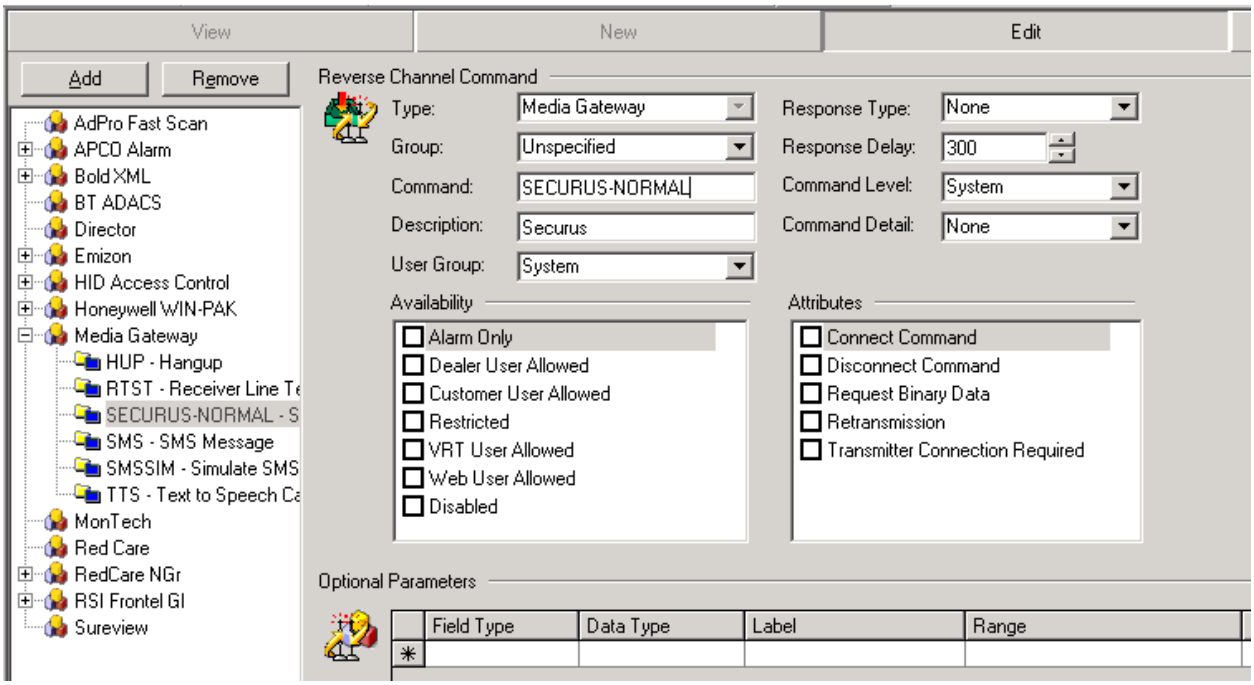



9. Enter information into the form until it matches the following screenshot:

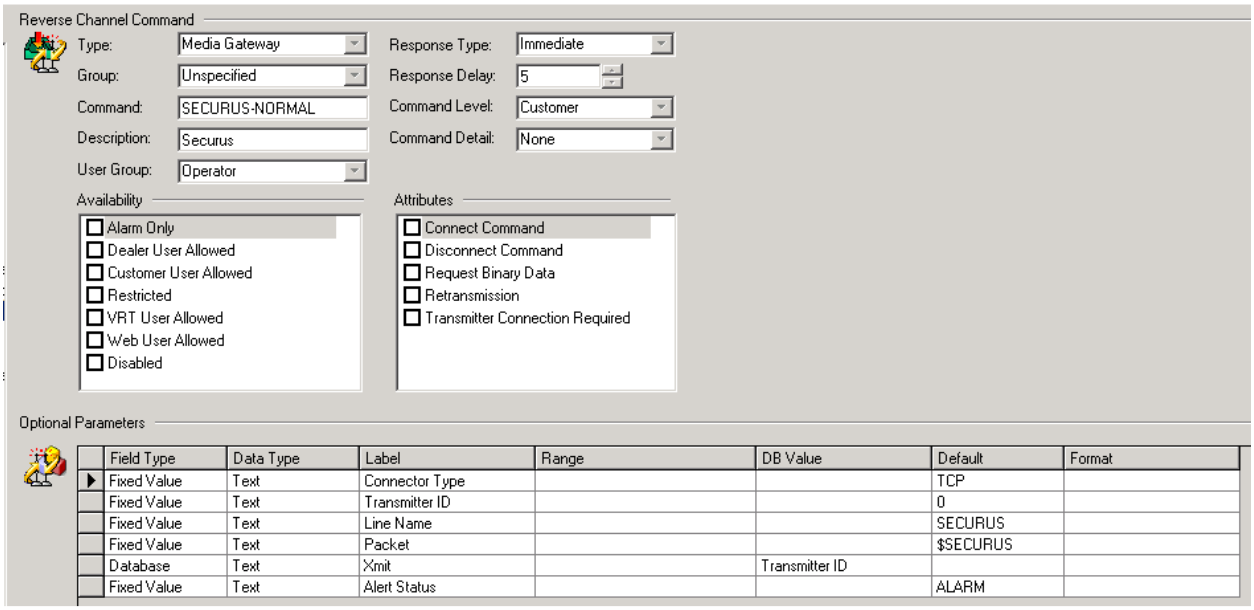



**Note:** your entries in the "Default" column for the "Line Name" and the "Packet" lines must match your entries in the MediaGateway 2 Line Driver Properties and the Data Packet "Packet Command Name:" field, respectively.

10. Click "**Save**".
11. Repeat steps 5-8, but instead of entering "SECURUS-ALARM" into the "Command:" field for step 6, enter "SECURUS-NORMAL".
    **Result:** the "Add Reverse Command" window closes, and the system returns you to the Reverse Channel Command form as shown in the following screenshot:




12. Enter information into the form until it matches the following screenshot:

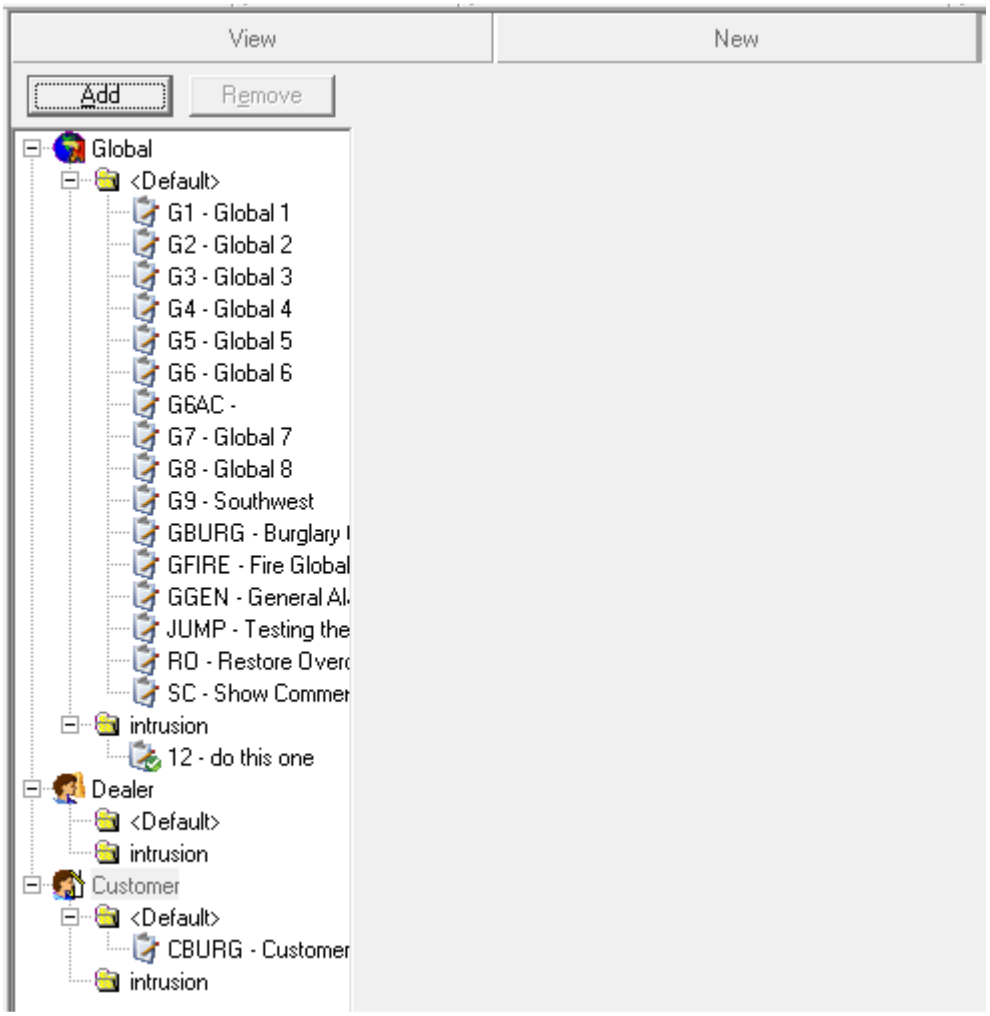



13. Click "**Save**".

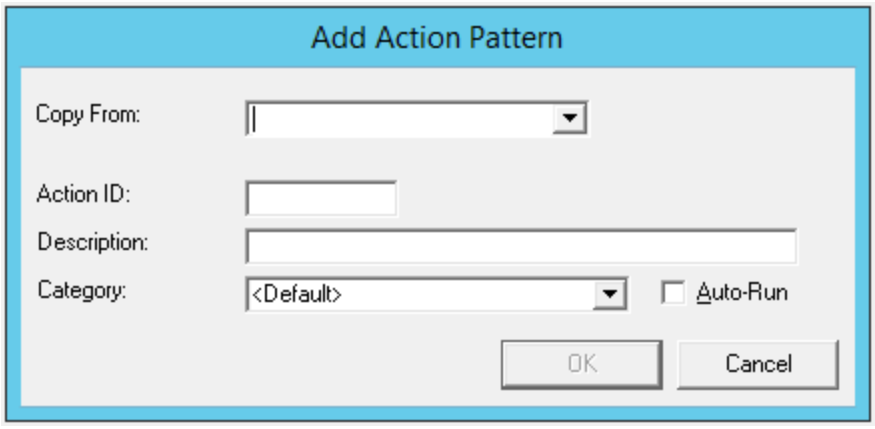
# Adding your Reverse Commands to an Action Pattern

Perform the following steps to add your Reverse Command to an Action Pattern:

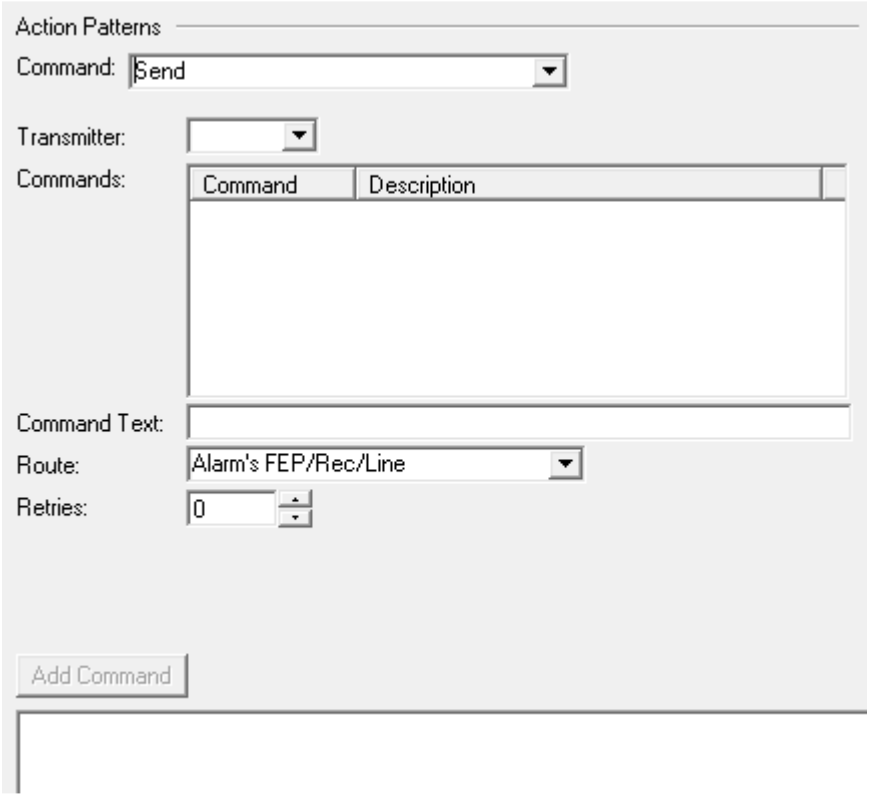
1. Open the Manitou Operator Workstation.
2. Open the Customer for whom you want to add an Action Pattern.
3. Select “Action Patterns” from the Jump To menu.
   **Result:** the Action Patterns form displays as shown in the following screenshot:



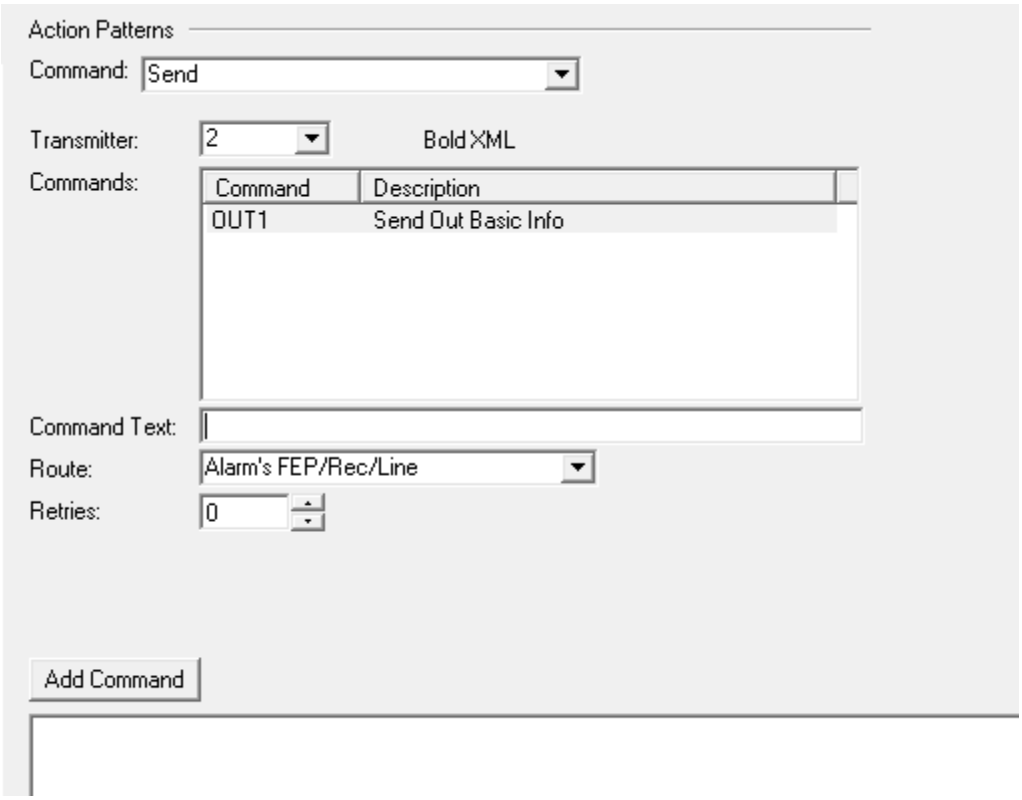

4. Select the “Customer” node in the Navigation Tree.
5. Click “**Edit**”, and then click “**Add**”.
   **Result:** the “Add Action Pattern” window displays as shown in the following screenshot:



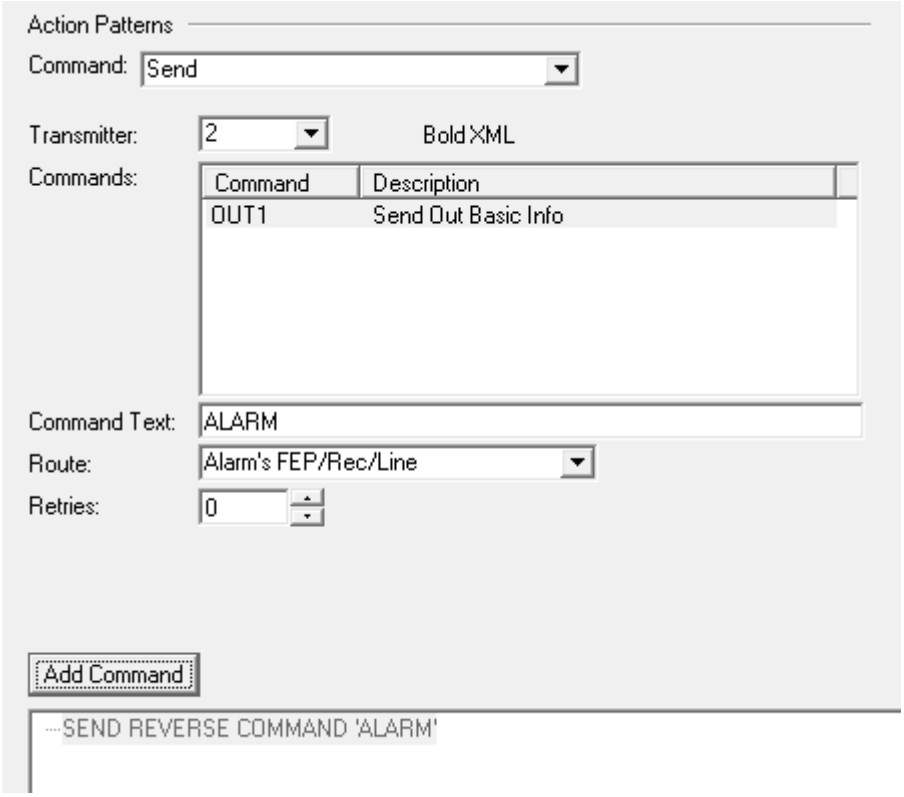

6. Enter “SECURUS” into the “Action ID:” field.
7. Enter “Reverse Commands” into the “Description:” field, and then click “**OK**”.
   **Result:** the “Add Action Pattern” window closes, and the system displays the “Action Patterns” form.
8. Select “Send” from the “Command:” dropdown menu.
   **Result:** the “Action Patterns” form now displays as shown in the following screenshot:




9. Select the Transmitter from which you want to send the Reverse Command from the “Transmitter” dropdown menu.
   **Result:** the “OUT1” command now displays in the “Commands:” field as shown in the following screenshot:

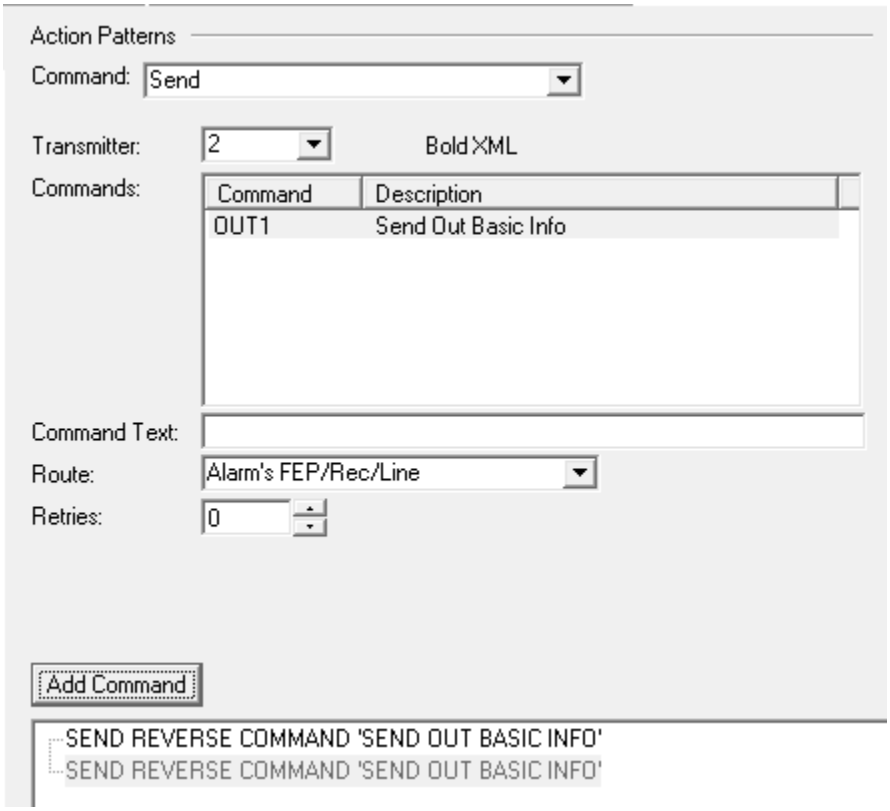



10. Click "**Add Command**".
    **Result:** the command you just added now displays in the field as shown in the following screenshot:




**Note:** add any additional commands you want to the SECURUS Action Pattern at the same time you are adding the Reverse Commands.

11. Click "**Add Command**".
    **Result:** the second command you added now displays as shown in the following screenshot:




12. Click "**Save**".

# Handling SecurUS Alarms

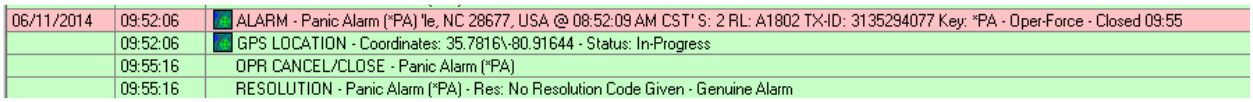
## Receiving the Alarm in Manitou

Most alarms sent from a SecurUS PERS device result in three Manitou alarms. The first alarm is created by the MediaGateway 2 when it receives the call (functions as a simple InstantConnect event). The first signal gets sent to Manitou as an alarm with an accompanying Two-Way Voice component. The alarm presented to Manitou displays as follows:

| | | |
|---|---|---|
| 06/11/2014 | 09:51:43 | SIGNAL - Listen In (*LI) TX: 2 S: 1 RL: A1103 TX-ID: 3135294077 Key: *LI |
| 06/11/2014 | 09:51:43 | ALARM - Panic Alarm (*PA) 'Elevator' TX: 2 S: 1 RL: A1103 TX-ID: 3135294077 Key: *PA - Closed 09:55 |
| | 09:51:43 | CALLER-ID - Not Found (313) 529-4077 |
| | 09:51:46 | VIEWED - Panic Alarm (*PA) - Response [3 Secs] |
| | 09:51:57 | ATTENTION - Send Reverse Command Securus-Alarm, then continue with verification |
| | 09:52:00 | REVERSE COMMAND - Securus-Alarm - Completed |
| | 09:52:11 | ATTENTION - If unable to speak with customer via 2-way, use location services to notify the |
| | 09:55:11 | CLOSE - Panic Alarm (*PA) |
| | 09:55:11 | RESOLUTION - Panic Alarm (*PA) - Res: No Resolution Code Given - Genuine Alarm |

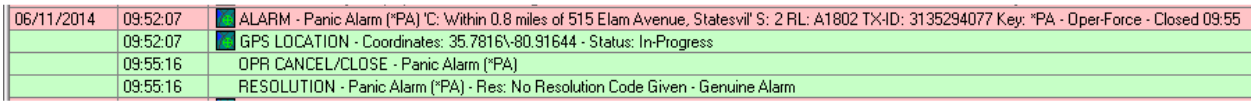
Once received, the Central Station Operator can pick up the Two-Way Voice call and communicate directly with the SecurUS user.

In order to receive GPS coordinates of the user's location, the Central Station Operator must first send SecurUS a Reverse Command of "Alarm". This action generates the second Manitou alarm when SecurUS sends the user's GPS coordinates back to the Operator. The alarm presents to Manitou as displayed in the following screenshot:

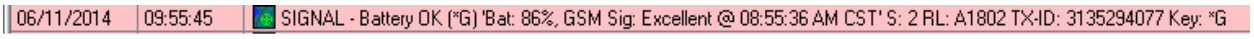



A map then presents to the Operator. The Operator can click the map to display the SecurUS user's street address. The Operator can then dispatch an Authority to that location.

Because of a 50 character limit in the information from SecurUS, they sometimes send a third alarm into Manitou that presents as displayed in the following screenshot:




Next, SecurUs sometimes sends an informational "*G Battery OK" signal. The signal presents to Manitou as displayed in the following screenshot:




The Operator does not need to respond to the battery informational signal.

Once the Operator finishes actioning the alarm, he must send the "Normal" Reverse Command to SecurUS. This action clears the event in the SecurUs portal.