



SecurUS CS

Guide

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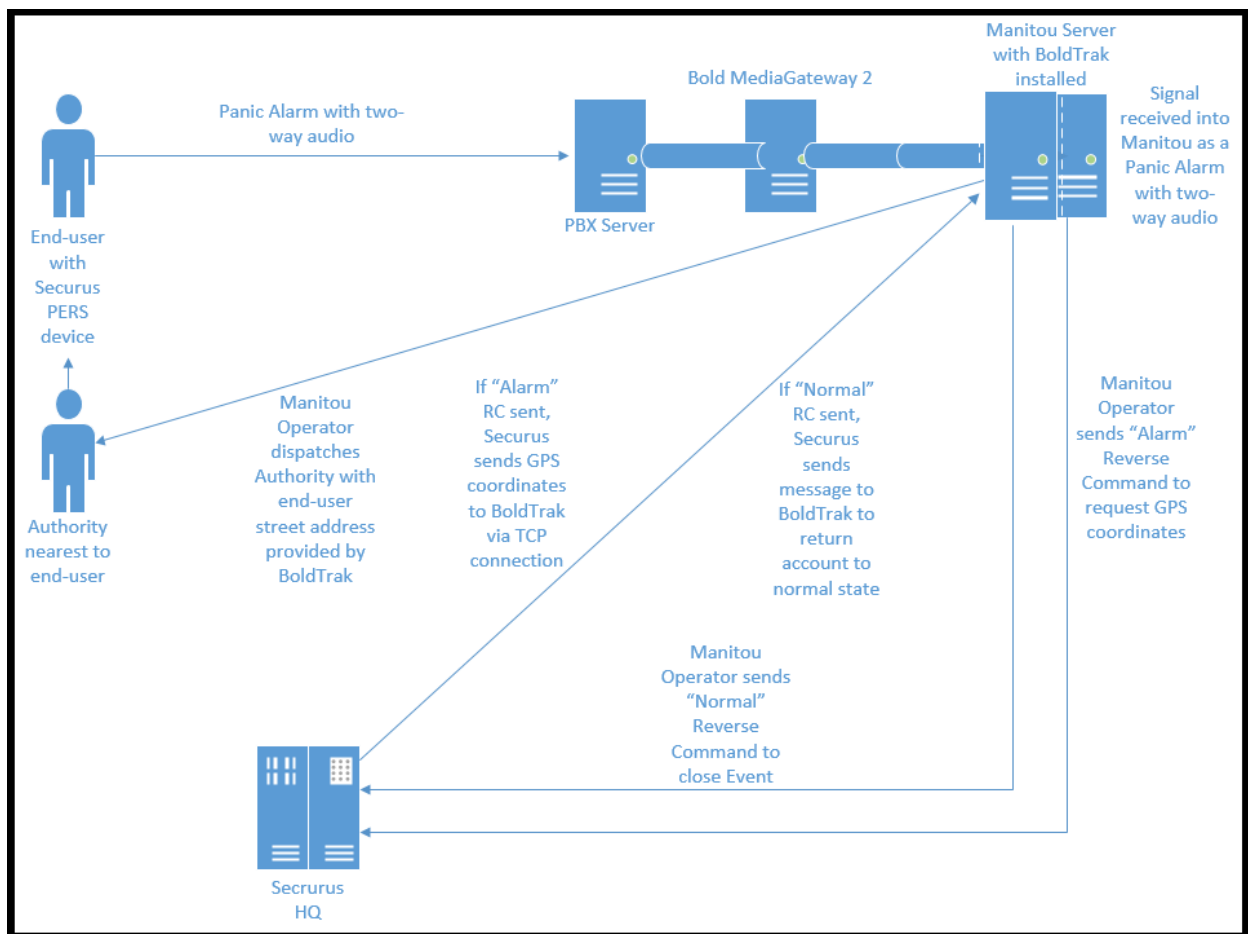
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How SecurUS Works

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:

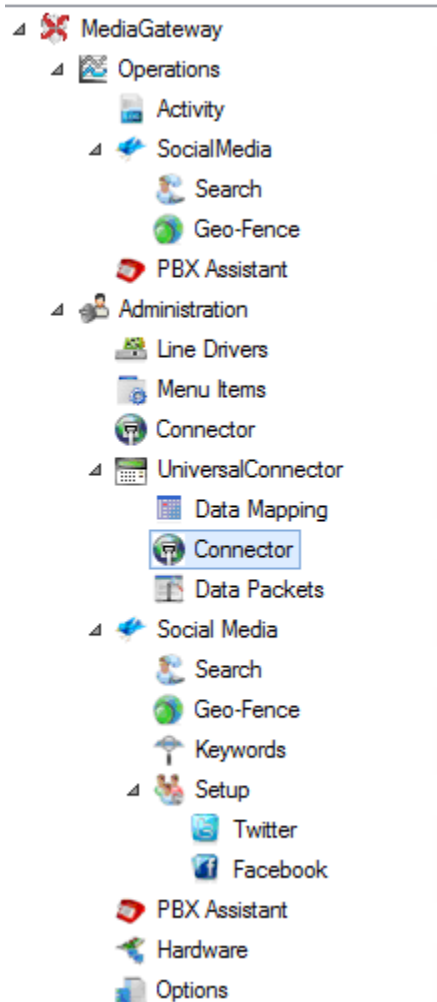


Configuring SecurUS

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:

Buttons: Add, Remove, Edit, Update, Cancel

Connector Driver Name: 2000

- PRI/T1/Analog
- PBX Server
- SMS
- Email
- SMS Gateway
- ODBC
- FTP
- TCP
- RSS
- File

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

FTP

TCP

IP Type: [dropdown] Host Name: LOCALHOST Begin Message Value: [dropdown]
 Connection Type: [dropdown] Port: 13001 UDP Send: 13002 End Message Value: [dropdown]
 Ack Message: [dropdown] Heartbeat Message: [dropdown] Heartbeat / No Activity (Secs): 30 120
 Max Connections: [dropdown] Relative path/filename: [dropdown]
 Default Packet: [dropdown] ☐ Map File Name to Fieldset
☐ Save File to Response Directory Response Directory: [dropdown]
☐ Stop Processing After Saving File User Name: [dropdown]
 Driver Type: [dropdown] Password: [dropdown]

RSS

- Click “Add”.

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

Add a new TCP

Connector Device Name: [text field]
 Connector Type: TCP [dropdown]
 OK Cancel

- 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:

Connector Driver Name: HTTPGET

PRI/T1/Analog

PBX Server

SMS

Email

SMS Gateway

ODBC

FTP

TCP

IP Type: HTTPGET

Connection Type: Listen

Ack Message:

Max Connections: 0

Default Packet:

☐ Save File to Response Directory

☐ Stop Processing After Saving File

Driver Type: Raw

Host Name: LOCALHOST

Port: 13001

UDP Send: 13002

Heartbeat Message:

Relative path/filename:

☐ Map File Name to Fieldset

Response Directory:

User Name:

Password:

Begin Message Value:

End Message Value:

Polling / No Activity (Secs): 30 120

This a raw TCP Socket. Signals can be received in any format

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.)

TCP

IP Type: HTTPGET

Connection Type: Send

Ack Message:

Max Connections: 0

Default Packet:

☐ Save File to Response Directory

☐ Stop Processing After Saving File

Driver Type: Raw

Host Name: LOCALHOST

Port: 13001

UDP Send: 13002

Heartbeat Message:

Rest API URL: http://174.143.42.79/webservice/ecvalert.aspx/AlertStatus?Access_Key=securinpartners888Xmit(0)AlertStatus={1}

☐ Map File Name to Fieldset

Response Directory:

User Name:

Password:

Begin Message Value:

End Message Value:

Polling / No Activity (Secs): 0 120

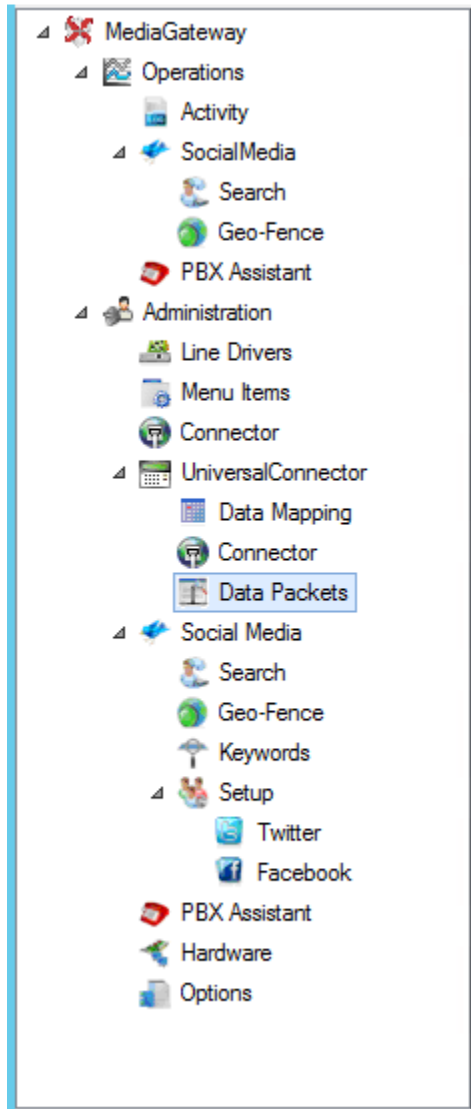
This a raw TCP Socket. Signals can be received in any format

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:

Add Remove Edit Update Cancel

Packet Command Name: T1 ☐ Default Packet

Packet Description: sms

Address:

SMS

- T1
- T3

 TCP

- CLICKATELL
- SECUREI
- SET

 Email

- TEST

<START NAME={0} TYPE={1} TEMPERATURE={2}\>

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:

Add a new Add a Packet Definition

Packet Command Name:

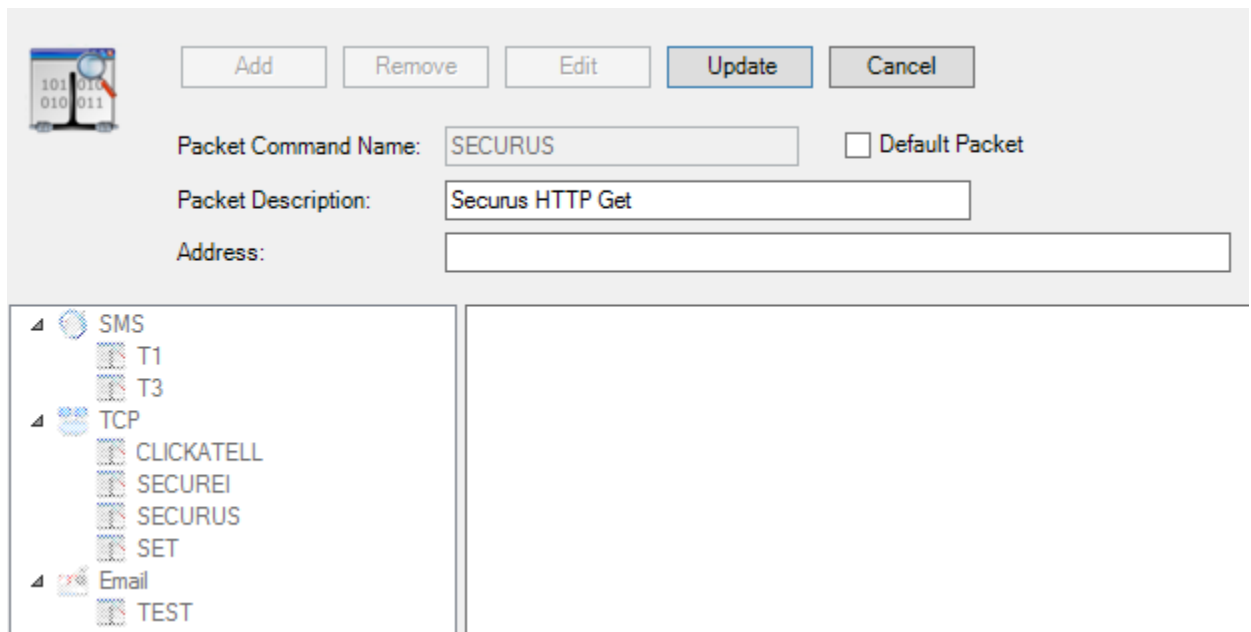
Packet Description:

Packet Type: TCP

OK Cancel

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:



Packet Command Name: ☐ Default Packet

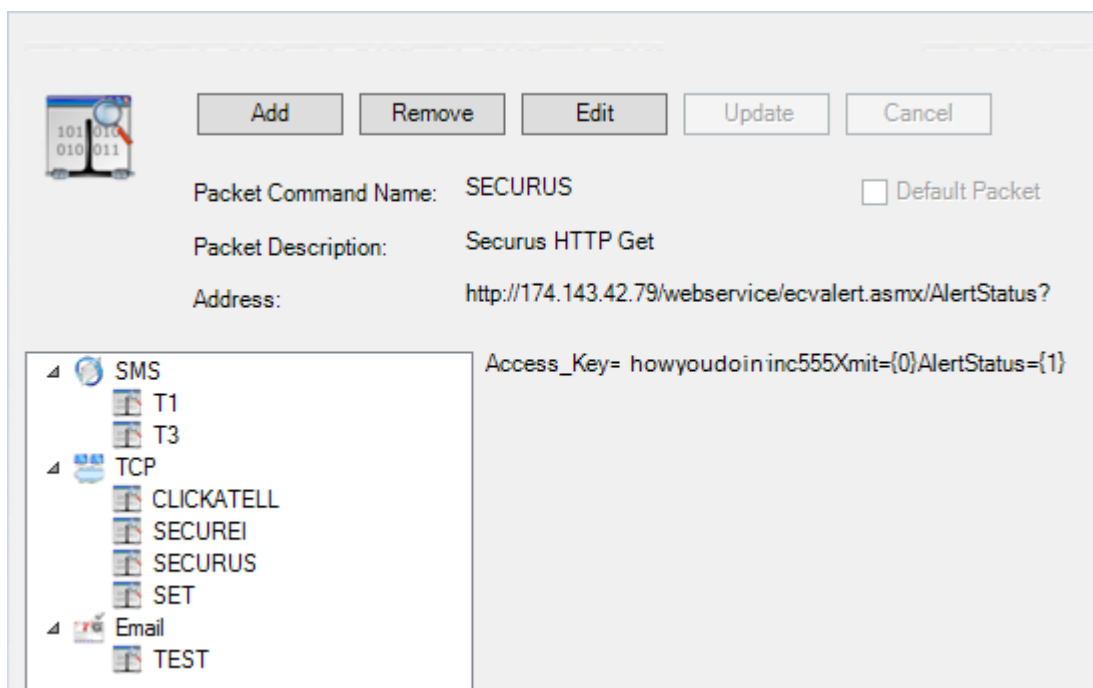
Packet Description:

Address:

- T1
 - T3
- CLICKATELL
 - SECUREI
 - SECURUS
 - SET
- TEST

- Enter the Securus URL to which you want to send the Data Packet into the "Address:" field.
- Enter the command text into the large blank area below the "Address:" field.
- Click **"Update"**, and then click **"Save"**.

Result: the Data Packet you created now displays as shown in the following screenshot:



Packet Command Name: SECURUS ☐ Default Packet

Packet Description: Securus HTTP Get

Address: <http://174.143.42.79/webservice/ecvalert.asmx/AlertStatus?>

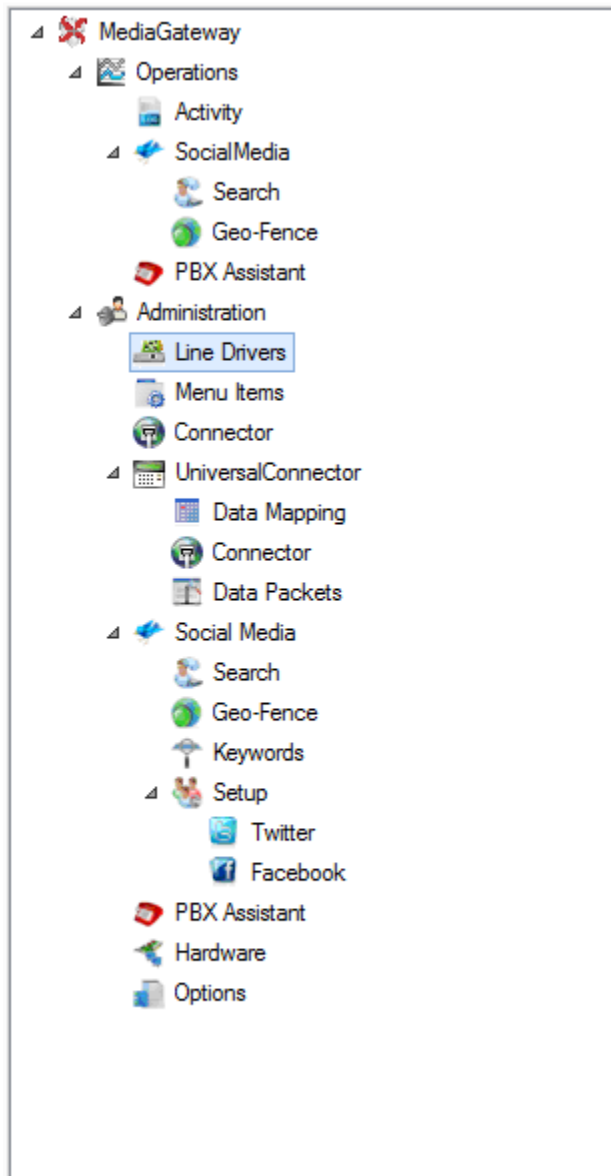
Access_Key= howyoudoin inc555Xmit={0}AlertStatus={1}

- T1
 - T3
- CLICKATELL
 - SECUREI
 - SECURUS
 - SET
- TEST

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:

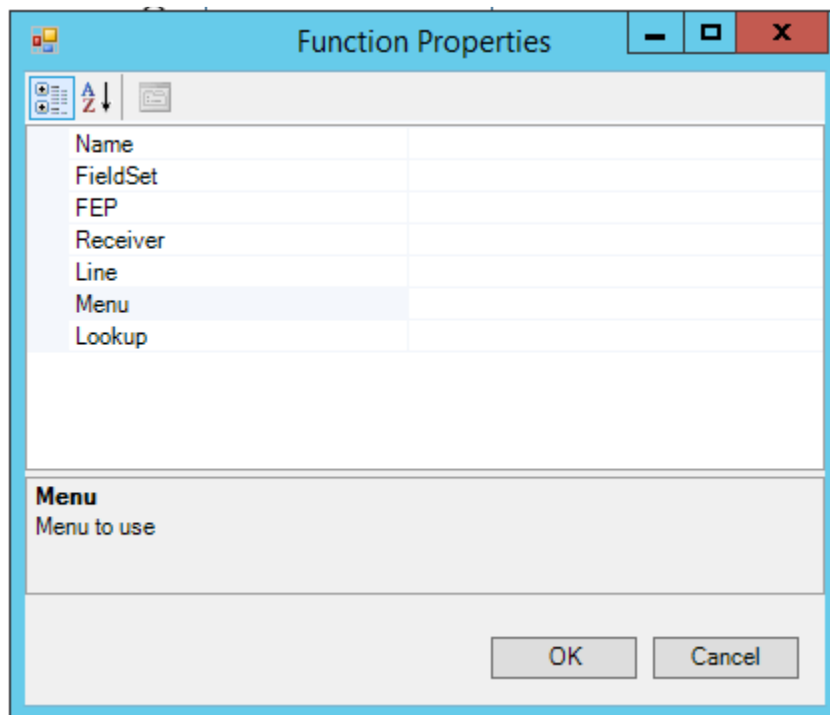
YELLOWST...	<input type="checkbox"/>	UniversalConnector	NAME=YELLOWSTONE,MENU=SMS,FEP=1,RECEIVER=1,LINE=1
YELLOWST...	<input type="checkbox"/>	UniversalConnector	NAME=YELLOWSTONELISTEN,MENU=SMS,FEP=1,RECEIVER=1,LINE=1
*	<input type="checkbox"/>		

Lookup	Line Function	Parameters
(719) 599-0006	LineCheck	CALLPOOL=1
*		

- 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:

SECURUS	<input checked="" type="checkbox"/>
---------	-------------------------------------

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



The "Function Properties" dialog box is shown. It has a title bar with standard window controls. Below the title bar is a toolbar with icons for undo, redo, and a list. The main area is a table with the following properties: Name, FieldSet, FEP, Receiver, Line, Menu, and Lookup. The "Menu" row is currently selected. Below the table is a section labeled "Menu" with the text "Menu to use". At the bottom right are "OK" and "Cancel" buttons.

- 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:

SECURUS	<input checked="" type="checkbox"/>	UniversalConnector	MENU=UCSEND,FIELDSET=ACKSI,FEP=1,RECEIVER=3,LINE=1
---------	-------------------------------------	--------------------	--

- 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:

The screenshot shows a web-based form titled "Monitoring Company" with tabs for "View", "New", and "Edit". The form is organized into several sections, each with an icon and a label:

- Name:** Includes a "Company ID" field with a search icon and a "Name" field containing "Not so Central Station" with a dropdown arrow.
- Address:** Includes fields for "Street 1", "Street 2", "City", "State", "Zip Code", "Country" (set to "United States of America"), "Language" (set to "English (United States)"), and "Time Zone" (set to "Mountain Time (US & Canada)").
- Contact:** Includes a "Site" dropdown, a "Home" dropdown, and a "Business" dropdown, each with a corresponding phone number field (e.g., "(222) 333-1122") and a "Mobile" dropdown with a phone number field.
- E-mail:** Includes an "E-Mail" dropdown and a text field containing "melanieh@boldgroup.com" with a "PDF" dropdown.
- Web:** Includes a "Web Address" field containing "123.foo.com".

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:

Field Type	Data Type	Label	Range	DB Value	Default	Format
Fixed Value	Text	Connector Type			TCP	
Fixed Value	Text	Transmitter ID			0	
Fixed Value	Text	Line Name			SECURUS	
Fixed Value	Text	Packet			\$SECURUS	
Database	Text	Xmit		Transmitter ID		
Fixed Value	Text	Alert Status			ALARM	

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:

Reverse Channel Command

Type: Response Type:

Group: Response Delay:

Command: Command Level:

Description: Command Detail:

User Group:

Availability

- ☐ Alarm Only
- ☐ Dealer User Allowed
- ☐ Customer User Allowed
- ☐ Restricted
- ☐ VRT User Allowed
- ☐ Web User Allowed
- ☐ Disabled

Attributes

- ☐ Connect Command
- ☐ Disconnect Command
- ☐ Request Binary Data
- ☐ Retransmission
- ☐ Transmitter Connection Required

Optional Parameters

	Field Type	Data Type	Label	Range
*				

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

Reverse Channel Command

Type: Response Type:

Group: Response Delay:

Command: Command Level:

Description: Command Detail:

User Group:

Availability

- ☐ Alarm Only
- ☐ Dealer User Allowed
- ☐ Customer User Allowed
- ☐ Restricted
- ☐ VRT User Allowed
- ☐ Web User Allowed
- ☐ Disabled

Attributes

- ☐ Connect Command
- ☐ Disconnect Command
- ☐ Request Binary Data
- ☐ Retransmission
- ☐ Transmitter Connection Required

Optional Parameters

	Field Type	Data Type	Label	Range	DB Value	Default	Format
►	Fixed Value	Text	Connector Type			TCP	
	Fixed Value	Text	Transmitter ID			0	
	Fixed Value	Text	Line Name			SECURUS	
	Fixed Value	Text	Packet			\$SECURUS	
	Database	Text	Xmit		Transmitter ID		
	Fixed Value	Text	Alert Status			ALARM	

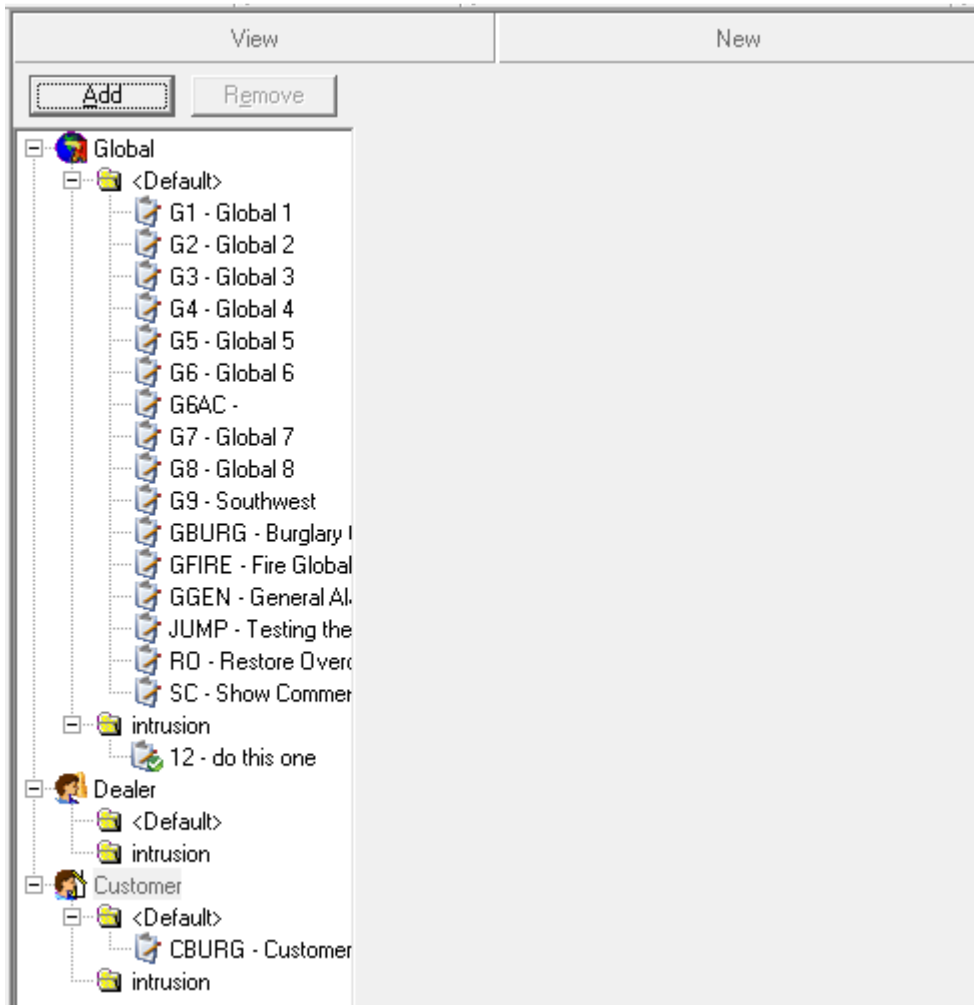
13. Click **“Save”**.

Adding your Reverse Commands to an Action Pattern

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

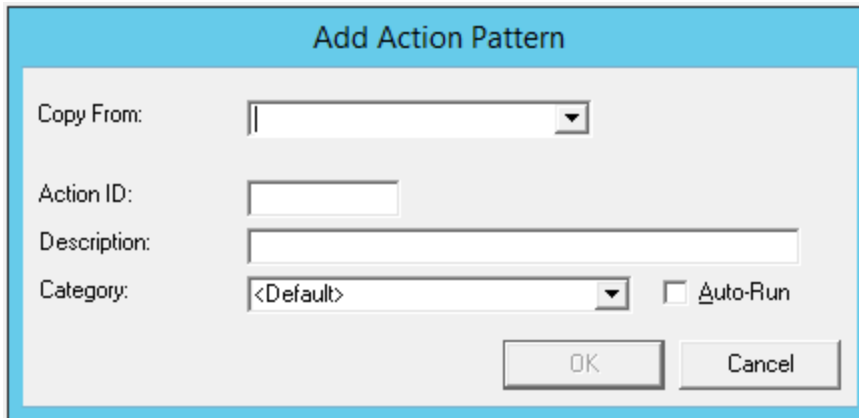
1. Open the Manitou Operator Workstation.
2. Open the Customer for whom you want to add an Action Pattern.
3. Select “Action Patterns” from the Jump To menu.

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:



Add Action Pattern

Copy From:

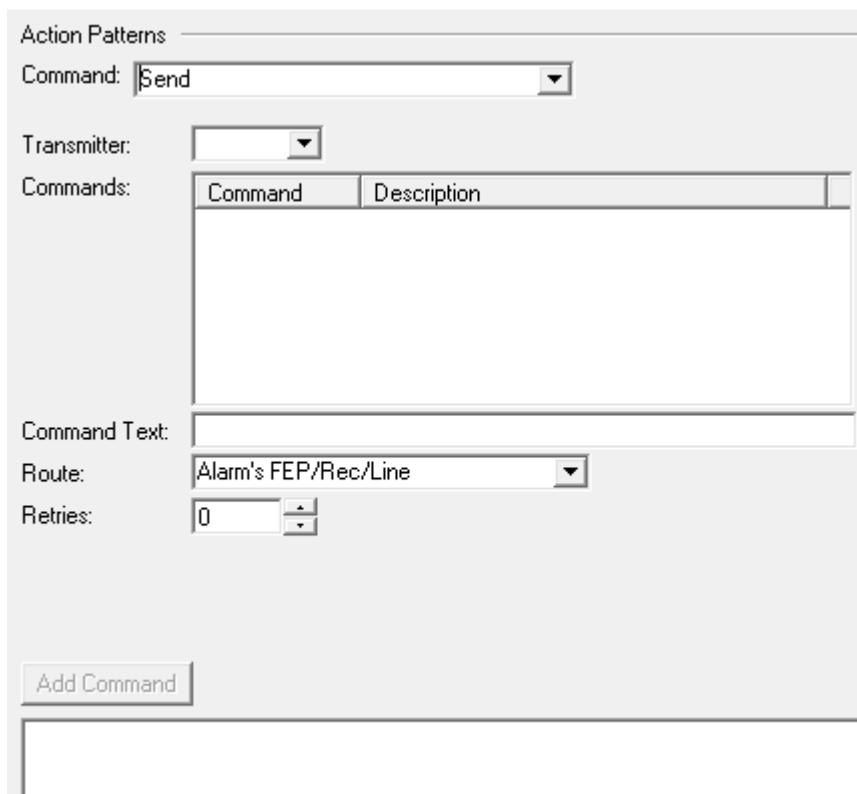
Action ID:

Description:

Category: ☐ Auto-Run

OK Cancel

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:



Action Patterns

Command:

Transmitter:

Commands:

Command	Description

Command Text:

Route:

Retries:

Add Command

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:

Action Patterns

Command:

Transmitter: Bold XML

Commands:

Command	Description
OUT1	Send Out Basic Info

Command Text:

Route:

Retries:

10. Click **"Add Command"**.

Result: the command you just added now displays in the field as shown in the following screenshot:

Action Patterns

Command:

Transmitter: Bold XML

Commands:

Command	Description
OUT1	Send Out Basic Info

Command Text:

Route:

Retries:

---SEND REVERSE COMMAND 'ALARM'

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:

Action Patterns

Command:

Transmitter: Bold XML

Commands:

Command	Description
OUT1	Send Out Basic Info

Command Text:

Route:

Retries:

SEND REVERSE COMMAND 'SEND OUT BASIC INFO'

SEND REVERSE COMMAND 'SEND OUT BASIC INFO'

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:

06/11/2014	09:52:06	ALARM - Panic Alarm (*PA) 'le, NC 28677, USA @ 08:52:09 AM CST' S: 2 RL: A1802 TX-ID: 3135294077 Key: *PA - Oper-Force - Closed 09:55
	09:52:06	GPS LOCATION - Coordinates: 35.7816\80.91644 - Status: In-Progress
	09:55:16	OPR CANCEL/CLOSE - Panic Alarm (*PA)
	09:55:16	RESOLUTION - Panic Alarm (*PA) - Res: No Resolution Code Given - Genuine Alarm

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:

06/11/2014	09:52:07	ALARM - Panic Alarm (*PA) 'C: Within 0.8 miles of 515 Elam Avenue, Statesvil' S: 2 RL: A1802 TX-ID: 3135294077 Key: *PA - Oper-Force - Closed 09:55
	09:52:07	GPS LOCATION - Coordinates: 35.7816\80.91644 - Status: In-Progress
	09:55:16	OPR CANCEL/CLOSE - Panic Alarm (*PA)
	09:55:16	RESOLUTION - Panic Alarm (*PA) - Res: No Resolution Code Given - Genuine Alarm

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

06/11/2014	09:55:45	SIGNAL - Battery OK (*G) 'Bat: 86%, GSM Sig: Excellent @ 08:55:36 AM CST' S: 2 RL: A1802 TX-ID: 3135294077 Key: *G
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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.