What's New?

This release of RF500A (Issue M5) brings new enhancements and functionality to the already industry leading RF500 system.

Take a look at what's new below and explore the system yourself.

For further information and details of these new features please consult the web view help file.

Audit Trail Filtering

The Audit Trail now has advanced filtering options allowing the user to refine the vast wealth of information it provides.

COMARK

Warning Filter on **Audit Trail for Mar 2013**

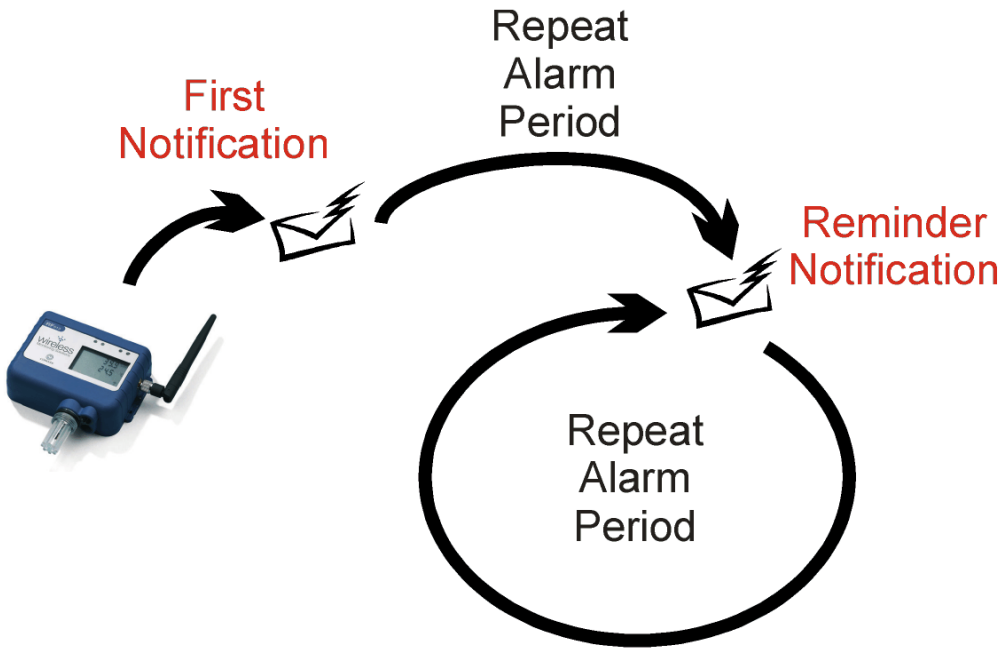
Back | Calendar | Day Mode | Week Mode | Month Mode | Refresh

Click on Time or Action to sort | Remove Alarms | View Tx Events | Remove System Events | Remove User Events | Search Tx CA07060279

Time	Action	User	Comments
27 Mar 2013 12:25	Login	paul m	
27 Mar 2013 12:19	System Call	System	CSV data export started
27 Mar 2013 12:18	System Call	System	Gateway switch on. (0)
27 Mar 2013 12:16	System Call	System	System Update
27 Mar 2013 12:11	Login	comark	
27 Mar 2013 11:59	System Call	System	CSV data export started
27 Mar 2013 11:58	System Call	System	Gateway switch on. (0)
27 Mar 2013 11:56	System Call	System	System Update
27 Mar 2013 11:52	System Call	System	CSV data export started
27 Mar 2013 11:52	Login	vwtreasure	
27 Mar 2013 11:51	Login	comark	
27 Mar 2013 11:51	System Call	System	Gateway switch on. (0)
27 Mar 2013 11:48	System Call	System	System Update

Repeat Alarms

RF500A now has the ability to send Repeat Alarm notifications if the user desires, this can be a complex feature but the basic concept is illustrated below (there is an FAQ section for this feature at the end of this document).



Alarm View

A new Alarm View page has been added to allow instantaneous access to current and ongoing transmitter alarm events.

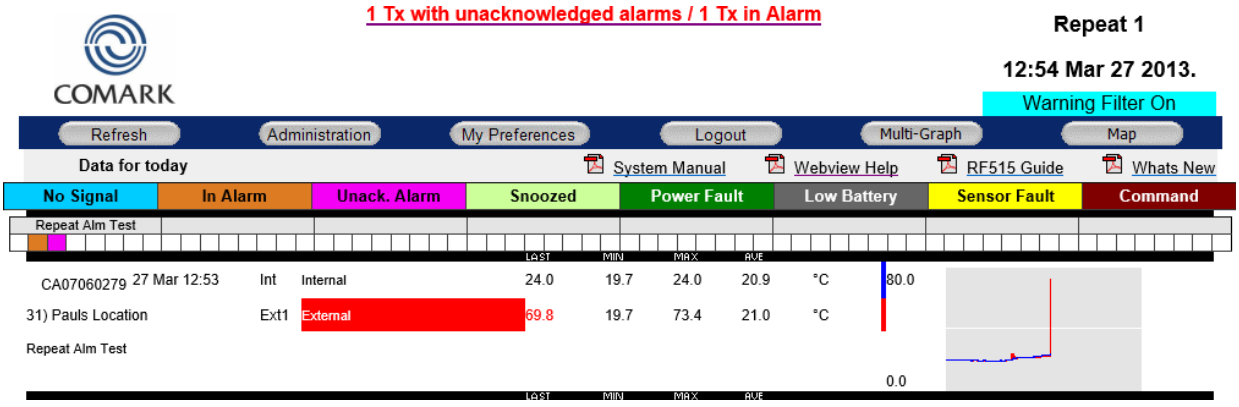
Active Alarm List 17:06 Mar 26 2013

Back Refresh

Tx Serial No.	Location	Description	Alarm Acknowledged	Alarm Snoozed	Repeat Alarm Period		Ch.	In Alarm	Ch Name	Next Repeat
BA04060016	location 2	window	Yes	No	5 Minutes	Ack / Snooze	Int	Yes	temp	26 Mar 2013 17:09
BA04060034	location 1	desk	No	Yes	15 Minutes	Ack / Snooze	Int	No	desk	26 Mar 2013 17:21
CE04090003	location 1	CE04090003	Yes	No	Not Set	Ack / Snooze	Int	Yes	int ch	
CC10100030	location 1	CC10100030	No	No	Not Set	Ack / Snooze				
CC10100060	location 1	CC10100060	No	No	15 Minutes	Ack / Snooze	Ext1	Yes	test rh	26 Mar 2013 17:09
							Ext2	No	test temp	26 Mar 2013 17:09
CA11070401	location 1	cabinet 56	Yes	No	Not Set	Ack / Snooze	Int	Yes	amb	
							Ext1	Yes	Ext 1ch	
							Door	Yes	door	

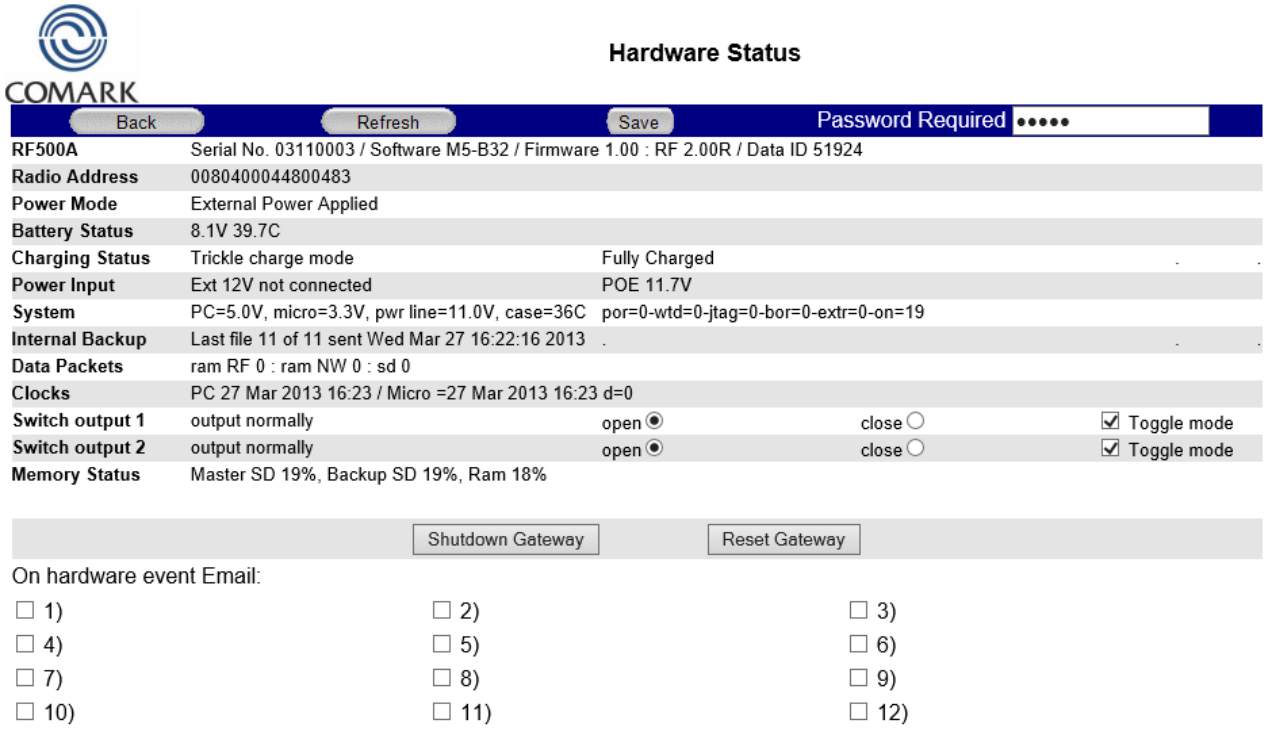
Home Screen Enhancements

This has been further refined to reflect the new Repeat Alarms enhancement, a new colour code for Alarms has been used to provide a clear indication of the current alarm status with just a quick glance. Additionally access to the Alarm View page via the notification area is available during alarm events.



Relay Output Toggle

This option now gives the ability for the relay outputs to momentarily activate (for a duration of 3 seconds) and then return to their previous state. This provides transient activations to allow multiple triggers for edge trigged devices (for example Auto-diallers).



Repeat Alarms FAQ

1. What are RF500A Repeat Alarms?

Each Transmitter can be set with a repeat alarm time, e.g. 1 Hour. If the transmitter goes into alarm e-mails and warnings will be sent from the Gateway. For the duration of the alarm event if you acknowledge/snooze it the repeats will continue at the pre-set time until the alarm either clears itself, or you set Repeat Time Off.

2. Should I upgrade?

Upgrades for RF500A are available free of charge from Comark, however there are some important questions to answer before deciding to upgrade.

1. *Is the Gateway validated to a standard such as 21 CFR Part 11? If yes, then the advice from Comark is only to upgrade if you are planning to validate the system again.*
2. *My system is not validated and I really want repeat alarms. Then our advice is go ahead and upgrade your system in the normal way. If you need help with this process please contact our Technical Department.*

3. Can I snooze an alarm to be dealt with later?

Yes the function to acknowledge an alarm has been expanded to include 'snooze'.

4. How do I stop repeat alarms?

When acknowledging an alarm you can set RF500 to Repeat Time Off. This means that if acknowledging the alarm you will not get another repeat. If snoozing you will also not get another repeat alarm, you will however have the opportunity to acknowledge the alarm in the future.

5. What happens if I ignore an alarm?

If you ignore an alarm it will continue to be repeated at the Default Repeat Alarm Period set in the properties for the transmitter.

6. What happens if the alarm goes away on its own before I acknowledge it?

Nothing, you still have the opportunity to acknowledge the alarm. Just remember that if another alarm comes in for the same channel/transmitter you are always acknowledging global alarms for the transmitter.

7. How do I set the Default Repeat Alarms Period?

The Default Repeat Alarm Period is set in the transmitter properties page. This can be accessed from the serial number link at the top right of the Transmitter Summary page, or from the Transmitters page accessed from the Administration Section.

8. How long can I set the repeat alarm for?

The repeat alarm can be set for between 5 mins to a maximum of 8 days, in a number of pre-defined steps on the Gateway.

9. Can I set cascading alarms?

This release does not include cascading alarms.

10. How do I view active alarm events?

From the Home page when an Alarm is active a new link will appear. Click on this link to view the new Alarm events page. This page is only active when an alarm is active on the Gateway or an alarm has not been acknowledged.

11. Can I add a comment when snoozing an alarm?

Yes, this is mandatory. All Snoozing or Acknowledging of alarms must be completed with a short comment. Minimum length is 1 character and the comment cannot be more than 100 characters.

12. Can I snooze/acknowledge alarms multiple times?

Yes, if the alarm is still active then it can be snoozed, or acknowledged, multiple times. If the alarm has clears itself, you can still add multiple comments if the size of the box is not enough, by first snoozing the alarm and then following that up with the acknowledge or another snooze.

13. Do I have to wait for the snooze time to end to acknowledge the alarm?

No, you can set another snooze period or acknowledge the alarm at any time while it is active.

14. Is Alarm Acknowledge per channel?

No, alarm Acknowledge is per transmitter not per individual channel.

15. How do I clear an alarm from the Gateway Home Page?

Clearing an alarm can only be achieved by the event that caused the alarm returning to a condition within the alarm limits. Even if an alarm has been acknowledged it will stay on the Alarm events page for as long as it is active.

16. What has happened to 'No Data' and 'Tasking' Icons from the Home Page?

In order to make room for the new annunciators 'In Alarm' and 'Snoozed', we have removed 'Tasking' and 'No Data'. This information does still appear in the notifications box, e.g. qT and No Data in red text under the description for each of the transmitters, and in the hover text for each transmitter, so the information is still readily available.

17. Do repeat alarms work on a per channel basis on each transmitter?

Yes, repeat alarms works on a per channel basis.

18. What happens if a new alarm comes in on a transmitter with a snoozed alarm?

Fresh e-mails and alerts will be sent out for the channel in alarm.

19. If I Upgrade do I get repeat alarms immediately?

No. By default for an upgrade to RF500A we set the default repeat alarm to be off, giving you the choice to set repeat alarms for individual transmitters.

20. Can I upgrade my RF500, or RF500LITE, Gateway for repeat Alarms?

No sorry this upgrade is only suitable for RF500A Gateways.