

# Insight

Management Software  
for Concept 4000  
Security / Access Systems

## Insight Communicator

USER MANUAL  
For Use with Insight

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Insight Communicator  
User Manual: Revision 4.0  
July 8, 2010  
For use with Insight software version 4.1 or later.

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Inner Range Pty. Ltd.

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# Contents

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Contents .....	4
<b>Getting Started Guide .....</b>	<b>6</b>
Step 1: Install Insight Communicator .....	6
Step 2: Register Insight Communicator .....	6
Step 3: Log on to Insight Communicator .....	6
Step 4: Initialise Comms Settings.....	6
Step 5: Setup Schedules, Recipients and Groups .....	7
Step 6: Setup Message Rules and Templates.....	7
Step 7: Restart the Insight Communicator Server.....	7
<b>Introducing Insight Communicator .....</b>	<b>8</b>
Main Interface.....	8
The Toolbar .....	9
The Restart Communicator Server Dialog.....	10
Communicator Server Status Dialog .....	11
<b>The Custom Messages Dialog.....</b>	<b>12</b>
To Send a Custom Message.....	12
<b>Message Rules .....</b>	<b>13</b>
Creating a Message Rule .....	13
<b>Message Templates .....</b>	<b>15</b>
Creating a Message Template .....	15
Playing Sound Files.....	16
Enabling Sound Files in a Message Template .....	16
<b>Recipient Groups .....</b>	<b>18</b>
<b>Recipients.....</b>	<b>19</b>
Using a Recipient to Communicate with a Device or another System .....	20
Recipient Setup.....	20
Message Template Setup.....	21
Ensure the Recipient Gets the Message(s).....	21
<b>Schedules.....</b>	<b>22</b>
Creating a Schedule .....	22
<b>The Log Viewer.....</b>	<b>23</b>
<b>Alarm Interface.....</b>	<b>24</b>
Serial Listeners.....	24
TCP Listeners.....	26
Jacques Listener .....	28
EkoTek Listener.....	30
<b>Configuration .....</b>	<b>32</b>
System Settings .....	32
Email.....	32
SMS.....	33
Pager .....	33
Plugins .....	34
Sound Plugin .....	34
COMText and COMHex Plugins.....	34
Notifications.....	34
Licence.....	34
Registering Insight Communicator.....	34

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# Getting Started Guide

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This section gives you the minimum to get Insight Communicator running quickly. Note that *Insight Communicator also requires Insight V3.2 or higher to run*. For more detailed information, consult the rest of the manual.

1

## Step 1: Install Insight Communicator

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1. Locate the Insight Communicator install program and open it
2. Follow the on-screen prompts
3. Select Finish
4. Restart the computer if you are prompted to do so

2

## Step 2: Register Insight Communicator

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You need to register Insight Communicator to use it in conjunction with Insight. If you do not register Insight Communicator, you will not be able to log on.

1. Run Insight Communicator. By default, this would be Start > All Programs > Inner Range > Insight Communicator > Insight Communicator Client
2. At the Insight logon box enter your logon User Name and Password then select Log On or select Cancel to launch the registration screen. (The User Name and Password required is one linked to an Operator in Insight with permissions to access the module 'COM Interface')
3. From the Communicator start up registration screen select "Open the Communicator registration form" and then fill it out electronically or print page 2
4. Copy the serial number displayed in the Communicator start up registration screen onto the Communicator details section of the registration form. You will also need to fill in the serial number of the Insight Installation that this copy of Communicator will connect to. Complete all details on the form and send it to your Inner Range Distributor using the contact details on page 3.
5. Once the registration details have come back from your distributor or Inner Range, open the "License Manager" application from the Insight Professional Launch Pad and "Add" the "Client Verified License Key" to the list and the "Additional Client Key" if supplied and then exit the Licence Manager screen.
6. Repeat Steps 1 and 2 as above to open the Communicator start up registration screen. Complete the case sensitive "Registered to:" and "License number:" fields and then select "Register".
7. The "Register" button will become inactive when registration is completed.

3

## Step 3: Log on to Insight Communicator

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1. Run Insight Communicator
2. Enter your logon credentials for an operator into the Insight logon box. The User Name and Password required is one linked to an Operator in Insight with permissions to access the module 'COM Interface'.
3. Select Log On

### Note

It is possible to disable the Logon dialog if you do not want to use it. This is achieved by adding a registry key to the HKEY\_LOCAL\_MACHINE\Software\Inner Range\Insight Professional\Settings directory called "CommunicatorDoesntRequireLogon". The key must be of type DWORD and given a value of 1

4

## Step 4: Initialise Comms Settings

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1. Set the Insight User in Settings tab > System tab
2. For each of the comms methods you will be using to send messages, initialise the settings on the related tab under the [Settings](#) tab

# 5

## Step 5: Setup Schedules, Recipients and Groups

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1. **Schedules** can be created to control when certain types of message are sent out. For instance, you might want to limit SMS Messages for some recipients to only be sent during business hours. Create as many Schedules as your application needs in the [Schedules](#) tab.
2. The next step is to set up all of the **Recipients** using the [Recipients](#) tab. Here, you can set the department the Recipient is in as well as what forms of messages they will receive and on what Schedules
3. Next, you can put your Recipients in to **Groups** you define on the [Groups](#) Tab

# 6

## Step 6: Setup Message Rules and Templates

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1. You need to make **Templates** to format the messages that come from Insight by navigating to the [Templates](#) tab and selecting New Template
2. To make messages to send to Recipients, you need to make **Rules** to intercept Insight Review messages and determine who to send these messages to as well as prioritising them. You also need to select the Message Template This is done by selecting the [Rules](#) tab and pressing the New Message Rule button

# 7

## Step 7: Restart the Insight Communicator Server

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1. Bring up the [Restart Server dialog](#) from Server menu > Restart Server
2. Select the "All" check-box and press OK
3. Communicator is now set up. Be sure to consult the rest of this manual for more information.

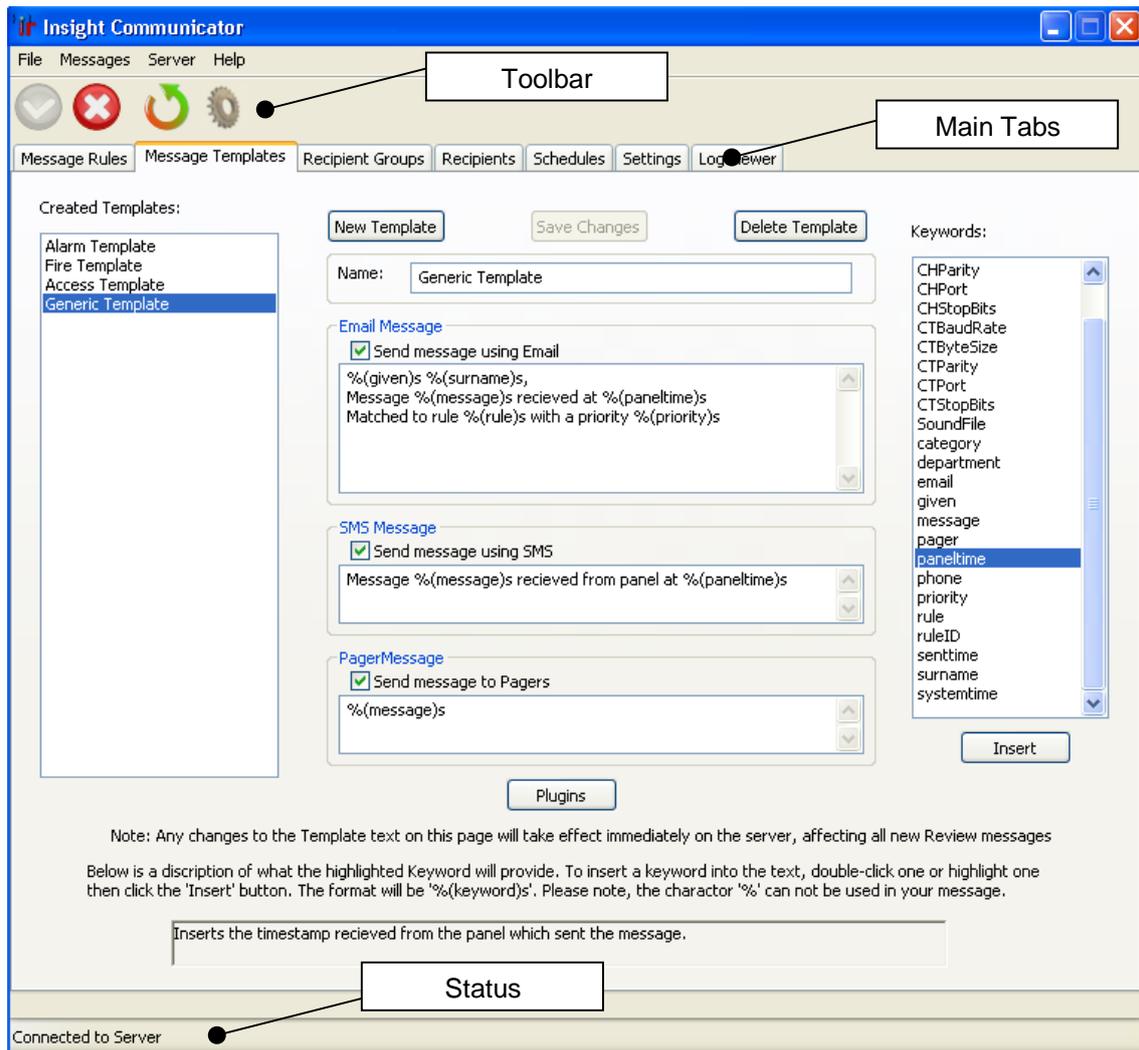


# Introducing Insight Communicator

The Insight Communicator has been designed as an addition to the Insight program, allowing Insight Review messages to be conveyed over several electronic communications media. Communicator can be configured to readily send messages over email, SMS and paging systems when key words match those found in any Insight Review message, so you can receive notification on any event occurring with your security/access system directly to your phone or inbox. You can also have Review messages sent to other devices that accept ASCII text input connected to your computer's COM port.

## Main Interface

Almost all of Insight Communicator's functionality is performed in the main interface, which is shown below:



- The **Toolbar** is used to control the Insight Communicator Server
- The **Main Tabs** are used to access and manage the different aspects of Insight Communicator's functionality
- The **Status bar** shows whether the Insight Communicator application is connected to the Insight Communicator or not.

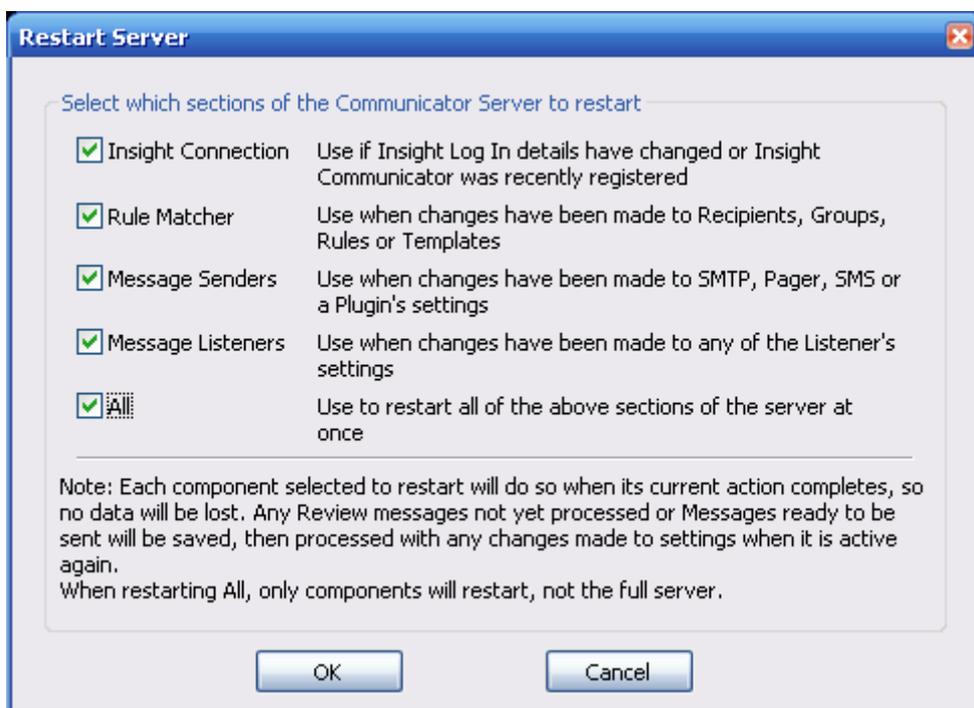
## The Toolbar

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Icon	Function	Description
	<b>Start</b> the Communicator Server	Issues a call to Windows to start the server's service
	<b>Stop</b> the Communicator Server	Issues a call to Windows to stop the server's service
	<b>Restart</b> the Communicator Server	Opens the <a href="#">Restart Communicator Server Dialog</a> , allowing for certain components of the server to be restarted. This does not actually restart the whole server's service, but instead restarts selected sections of it.
	<b>Check Status</b> of the Communicator Server	Opens the <a href="#">Communicator Server Status Dialog</a> , which will show each of the server's components and their status, along with any error messages if there is one. Will also allow access to starting, stopping and restarting the individual components. Dialog will only open if the client is connected to the server.

## The Restart Communicator Server Dialog

The Restart Server Dialog allows the user to restart certain areas of the Communicator Server, generally used so that changes made by the client can take effect.



### Note

The dialog will only open if the client is connected to the server.

**Insight Connection:** Restart the section of the server that connects to Insight. Use this option if login details have changed or if Communicator has just been registered. During the restart process for this component, any Review events generated by Insight will not be caught.

**Rule Matcher:** Restarts the Rule Processor section of Communicator. This allows changes made to Recipients, Recipient Groups, Message Rules and Templates to take effect.

### Note

Message text changed in Templates will take effect as soon as Save Changes is clicked, but ticking/unticking a 'Send message using XXX' check box will not work until the Rule Processor restarts.

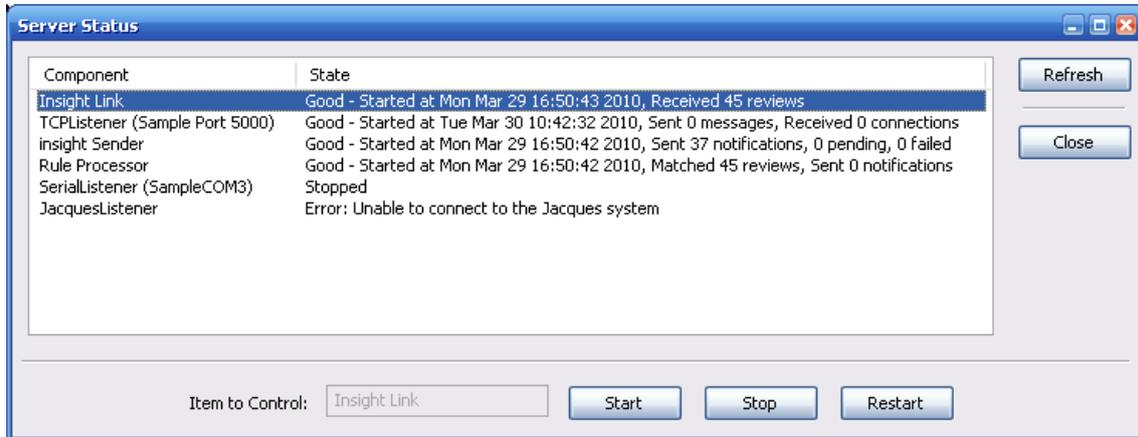
**Message Senders:** Restarts the components of the server that handle the outbound communications from Communicator. This allows changes to comms and Plugin settings to take effect.

**Message Listeners:** Restarts the components of the server that handle the inbound communications from Communicator. This allows changes to serial, TCP and Jacques listeners to take effect.

**All:** Restarts all components of the Communicator server.

## Communicator Server Status Dialog

The Server Status dialog lists each of the server's separate components and their status, along with any relevant error messages.



Selecting a component will cause its name to be displayed in the 'Item to Control' section. This component can be started, stopped or restarted, allowing each section of the server to be controllable. The dialog will poll the server for a status update once every two seconds, automatically updating the text with the latest information. By clicking the Refresh button, the dialog will refresh the component listing and retrieve the status of each section instantly.

### Note

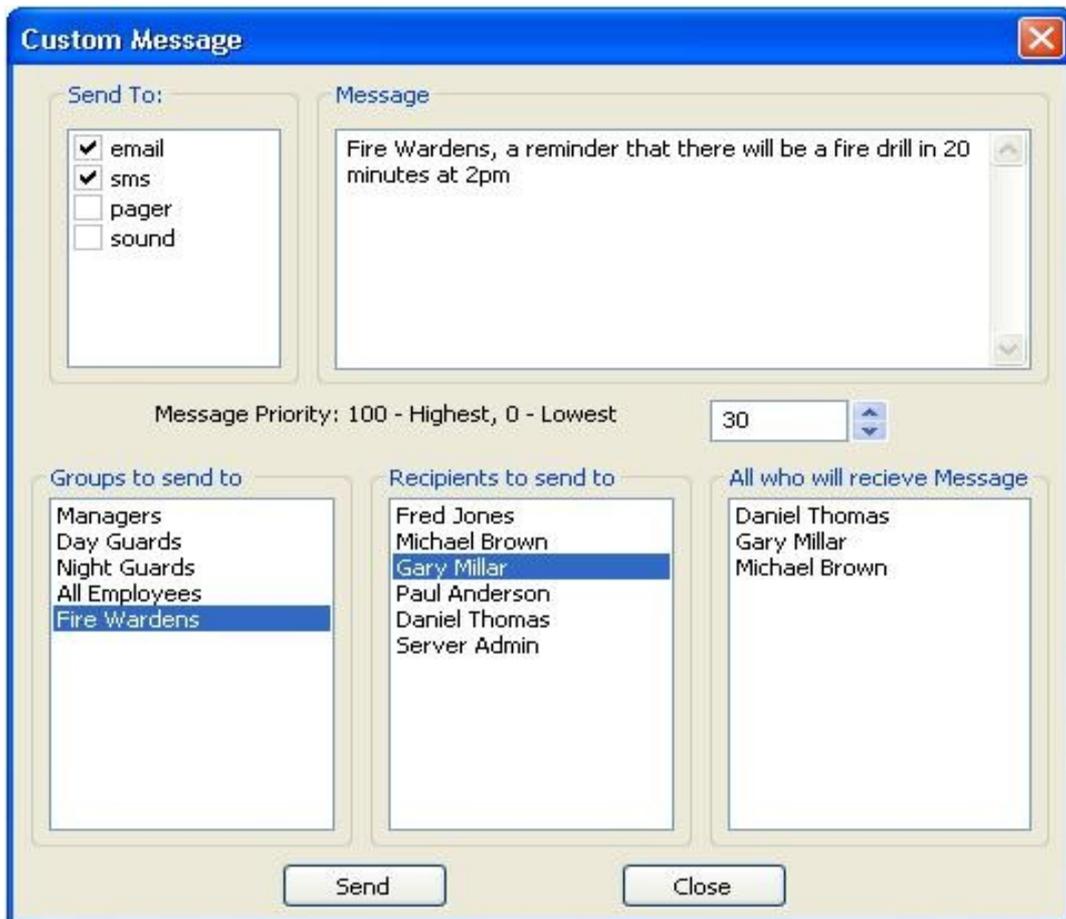
The dialog will only open if the client is connected to the server.



## The Custom Messages Dialog

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The Custom Message Dialog allows you to append a message ready to be sent to the message queue, containing whatever text you wish, its own priority rating and to any number of recipients.



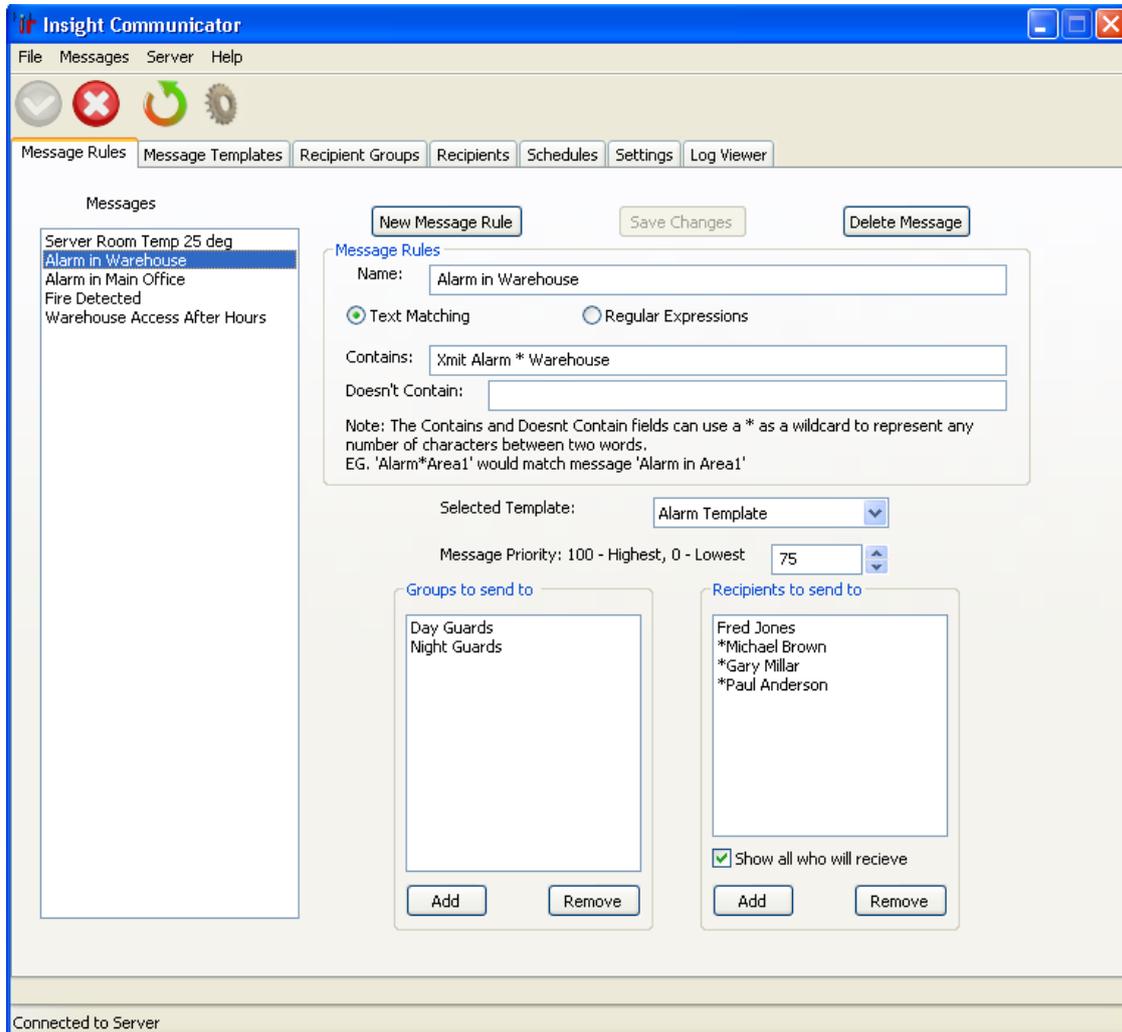
### To Send a Custom Message

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1. Select Custom Message from the Messages menu.
2. Select which media you wish the message to be sent over in the Send To box.
3. Type in your message into the Message box.
4. Set the message priority. As with [Message Rules](#), a higher priority will mean it will be sent before those with a lower priority.
5. Select the Recipients. This is achieved by highlighting any [Groups](#) or [Recipients](#) you wish to send the message to. The box on the right will show a list of all Recipients who will receive that message.
6. Click the "Send" button. If a Recipient is selected, a dialog will appear stating the message was successfully added to the queue, along with what mediums the message was sent with. This message will act as if it was processed by the message processor, and seamlessly fit into the message queue.

# Message Rules

The Message Rules tab is where the bulk of Communicator's functionality resides. Rules are created here linking Insight Review messages with priorities, Recipients and Templates.



## Creating a Message Rule

1. Click the New Message Rule button to append a new rule to the bottom of the list.
2. Give the new rule a name.
3. Decide whether you wish to use basic Text Matching or Regular Expressions to successfully match a Rule with an Insight Review message.
  - 3.1. **Text Matching:** Text matching is a straight forward and simple way to match Review messages. Any text entered into the Contains field will attempt to be matched to the Review message that is received and the same process applies to Doesn't Contain. A wildcard \* can be used to represent any number of words to aid in matching. I.e. "Alarm\*Area1" would match text "Alarm in Area1" and also "Alarm detected in Area1".

### Tip

Text Matching is case sensitive.

- 3.2. **Regular Expressions:** Any normal regular expressions can be used to match a Review message.

### Note

Only use this option if you understand regular expressions, otherwise the Text Matching option should be sufficient.

4. Select a [Template](#). The template used will determine how Communicator will attempt to send the message as well how the message is formatted.
5. Give the message a priority rating. The range is 0 – 100. A higher number increases the priority. As would be expected, a higher priority message will be sent before messages having a lower priority.
6. Select the [Recipients](#) who you wish to receive the message. By ticking the “Show all who will receive” checkbox, any recipients who will receive the message due to being in a group linked to the message will be appended to the end to the 'Recipients to send to' list with a leading asterisk (\*). This allows you to clearly see who will receive each message.
7. Click the Save Changes button to complete the new Rule.



**Tip**

Regardless of how many times a user is listed to receive a message, they will only receive it once.

The rule can be edited at any time by selecting it in the left hand side list and making your changes.

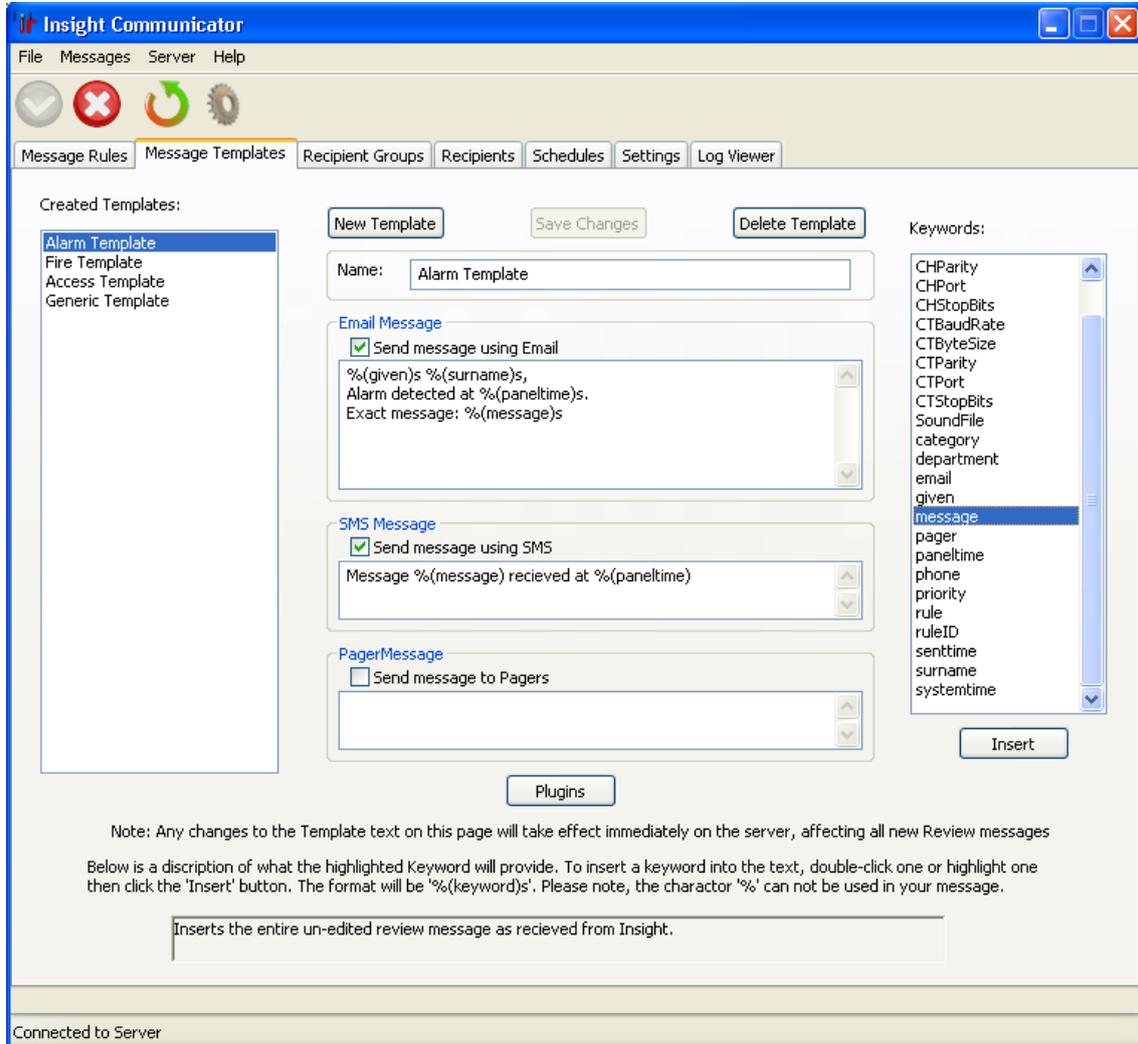


**Tip**

Remember to save your changes with the Save Changes button and to restart the Rule Processor using the Restart Server dialog so your changes take effect on the server.

# Message Templates

The Message Templates tab gives you the ability to customise the layout and content of each message to be sent. Templates also determine how a message will be sent (via email, SMS, etc.), and with the use of keywords, exactly what information you wish to send. Templates are used by Message Rules.



## Creating a Message Template

1. Click the New Template button to append a new template to the bottom of the list.
2. Give the new Template a name.
3. Use the checkboxes to select how the messages will be sent, (i.e. Email, etc).
4. For each type of message, you can set the body text, including "Keywords" which let Communicator insert dynamic text from the related Insight Alarm (such as the actual Alarm message) and/or from Communicator itself (such as name, priority, etc).

The available keywords are shown on the right hand side of the screen and a description of what they represent is displayed at the window at the bottom of the tab. To insert one into your message, either select it and click the 'Insert' button or double click the keyword. This will insert the keyword with proper syntax to where your text cursor last was.

### Note

The proper format for a keyword is %(message)s and the character '%' can not be used in your message.



5. By clicking the Plugins button you can also set the formatting of messages that go to other devices connected to the serial port, or to get communicator to play a .wav file on the PC when a message using this template is called.
6. When finished, click the Save Changes button.

The template can be edited at any time by selecting it in the left hand side list and making your changes.



#### Tip

Remember to save your changes with the Save Changes button and to restart the Rule Processor using the Restart Server dialog so your changes take effect on the server.



#### Note

In templates, the user can enter the Ascii Hex character representation of any character to be transmitted. The format for this is a Backslash, followed by 'x', then the two hex values that represent the character the user wants. For example, if a Carriage Return character is required as part of a message, the user can enter \x0d (or \x0D, the hex values are case insensitive). The same would occur with a Line Feed character if \x0a was entered. This occurs with any ascii character too, \x41 would translate to "A" for example. If the literal characters "\x" are desired in a message, escaping them with an additional backslash ("\\x") will cause them to be sent properly.

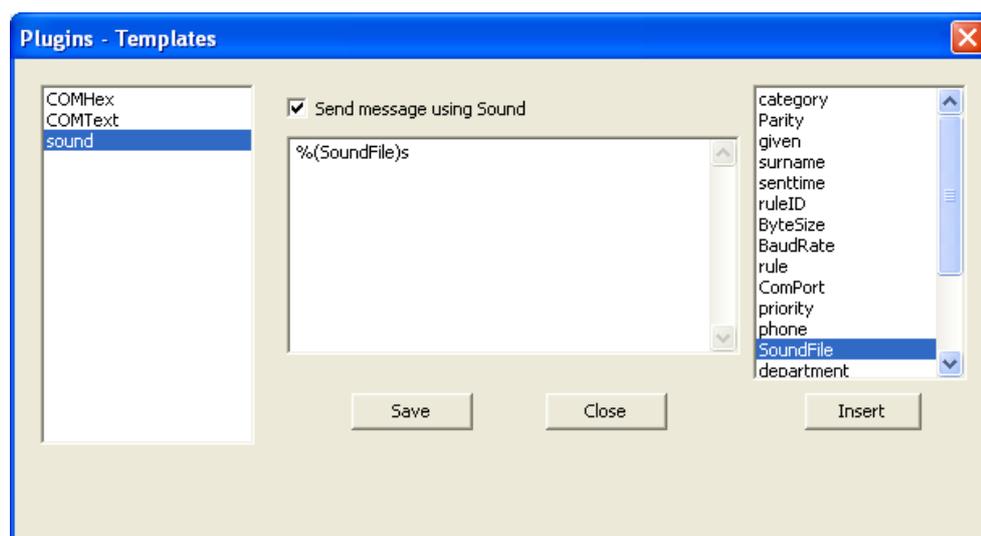
### Playing Sound Files

Sound files can be played on the PC that Communicator is running on when particular messages come in from Insight. These might be used to alert an Operator or play a pre-recorded message over a PA system.

- Each Recipient can have a particular .WAV file associated with them, as well as the Schedule when sounds are valid.
- To make the .WAV file play, the Recipient must receive a message based on a Template that allows a sound file

### Enabling Sound Files in a Message Template

1. Select the Message Template or create a new Template
2. Click the Plugins button

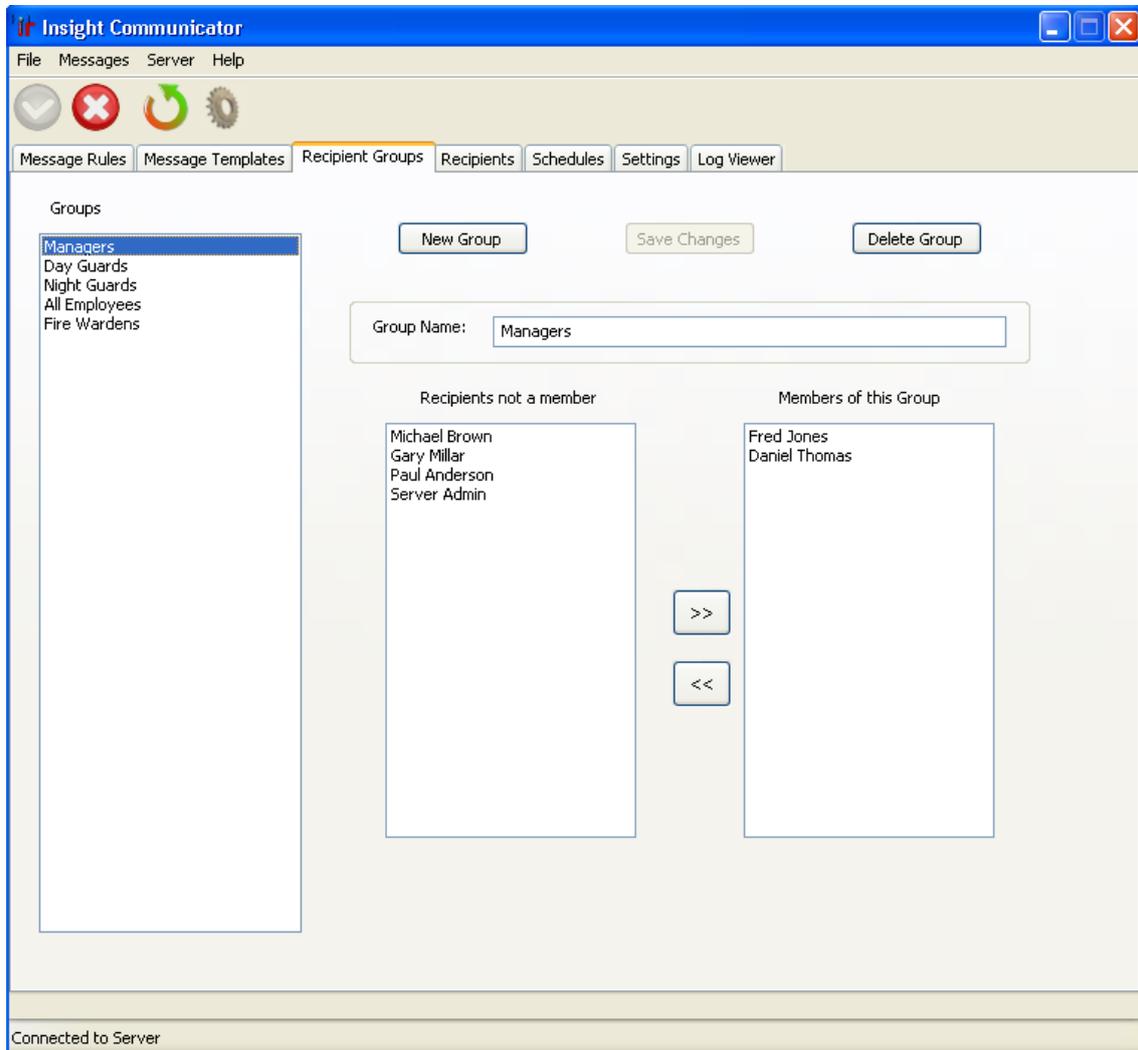


3. Choose the sound Plugin from the list
4. Tick the check-box at the top of the dialog
5. Select the SoundFile keyword from the list on the right and Insert it into the message for the sound Plugin

6. Click Save Changes then click Close
7. Remember that to play the sound, each Message Rule must call a Message Template with the above settings in it.

# Recipient Groups

A Recipient Group is a simple way to combine several Recipients into a manageable set. Messages can be sent directly to a group instead of individually selecting the recipients, saving time and also allowing an amount of organisation.



To move [Recipients](#) into a Group, highlight the desired Recipients in the “Recipients not a member” box (left box) and click the '>>' button. This will cause the selected Recipients to move into the “Member of this Group” box (right box). To remove Recipients from a Group, the same method is used with the '<<' button.

The group can be edited at any time by selecting it in the left hand side list and making your changes.

## Tip

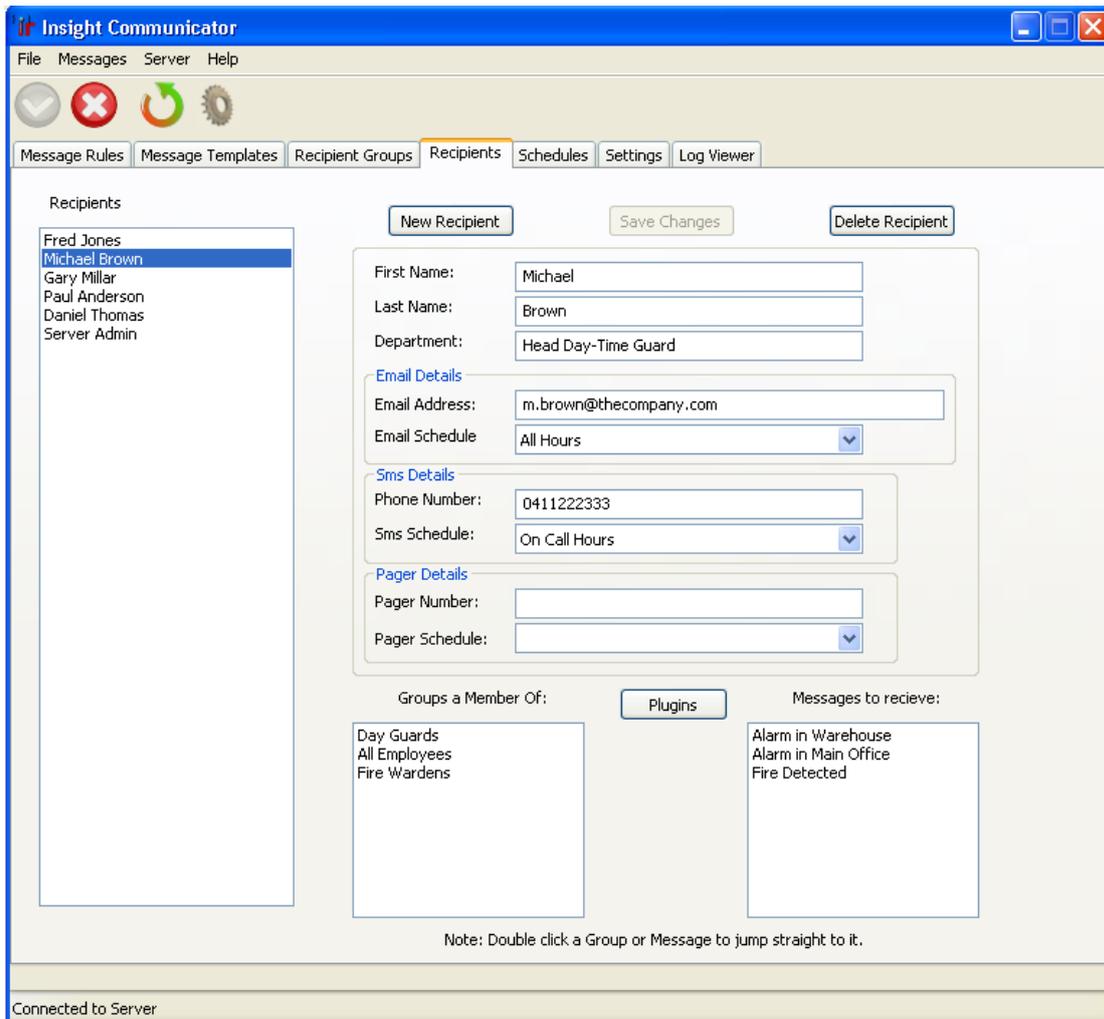
Remember to save your changes with the Save Changes button and to restart the Rule Processor using the Restart Server dialog so your changes take effect on the server.



# Recipients

A Recipient is an entity who holds information for the message senders (email, SMS, pager etc.) to use.

The most common use of Recipients will be to represent an individual person; however they can also be used as generic entities. For example, one Recipient may represent an employee, with their email, phone number, name and department stored; another may represent the system admin which contains the generic system admin email or with the use of a Sound Plugin, store the location of a sound file that is to be associated with this Recipient.



If details for a given communications medium are blank, then Communicator will not try to send a message to that recipient using that particular medium. This allows several different media to be used in the same Template on the same Rule.

[Schedules](#) can be linked to each different communications medium associated with the Recipient. This allows you to control when and if a message will be sent to a Recipient over a particular medium. If a Schedule for a medium is provided, a message will only be sent to that Recipient if it is received from Insight during one of that Schedule's valid time blocks. For example, you might wish to send SMS messages to a particular Recipient during On Call hours only.

If the Recipient is being set up to handle communications with an external device using a Plugin (such as a DVR), see the [next section](#).

The Recipient can be edited at any time by selecting it in the left hand side list and making your changes.



### Tip

Remember to save your changes with the Save Changes button and to restart the Rule Processor using the Restart Server dialog so your changes take effect on the server.

## Using a Recipient to Communicate with a Device or another System

Recipients can be used to route messages to external devices connected to the Communicator PC, or indeed another system by using an appropriate Plugin.

For generic RS232 communications with external devices, Inner Range provides the COMText / ComHEX Plugins. One application using the COMText is to superimpose Insight Review information onto DVR footage by connecting the Communicator PC to a DVR over RS232. Assuming the DVR has a text interface for RS232, this would be achieved by:

1. Creating a Recipient to use the Plugin
2. Adjusting any relevant Message Templates or creating templates to use the Plugin
3. If new Message Templates were created, new Message Rules must be created to call the new Template/s
4. Add the Recipient to any Message Rule affected by the above changes. This may be able to be achieved by adding the Recipient to any relevant Groups.

### Recipient Setup

1. Create a new Recipient to handle communications with this DVR. Give the Recipient an appropriate name
2. Click the Plugins button to access the settings for Plugins that can be individualised for each Recipient. The Plugins – Recipients dialog will appear
3. Since this application is going to send text out of an RS232 port, choose COMText and enter settings to match what the DVR requires
4. If your DVR requires certain termination characters to always be used, type a \ followed by the hex representation of the characters.  
Eg: \x0A = Linefeed, \x0D = Carriage Return
5. Choose a schedule for this Plugin. In this case a schedule that operates 24 hours a day has been chosen
6. Click the Save Changes button, then the Close button

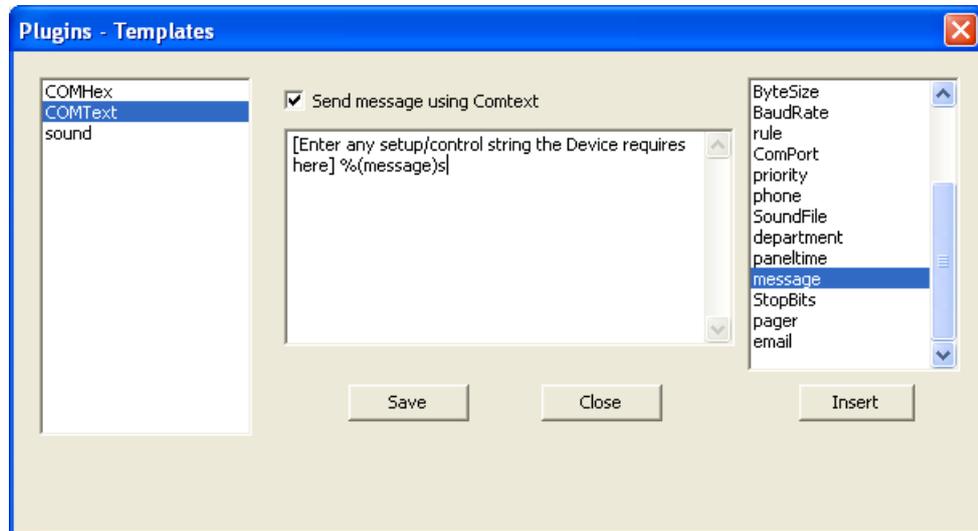
The screenshot shows a dialog box titled "Plugins - Recipients". On the left, there is a list of plugins: COMHex, COMText (selected), IRWinner, and sound. On the right, there are several input fields for settings: CTBaudRate (9600), CTStopBits (1), CTParity (N), CTPort (COM3), CTEndChars (\x0A\x0D), and CTByteSize (8). Below these fields is a "Schedule:" dropdown menu. At the bottom of the dialog, there are two buttons: "Save Changes" and "Close".

7. Now click the Save Changes on the Recipient tab to save the settings for this Recipient.
8. Be sure to add this Recipient to any [Groups](#) it might need to be part of in order to receive certain types of messages.

You must now format the messages that should be sent over the serial link in *each* of the Message Templates that will be used to send messages to the DVR. The method is overleaf.

## Message Template Setup

1. If modifying an existing template, open the Message Template and click the Plugins button. Otherwise, create a new Message Template, name it, then click the Plugins button



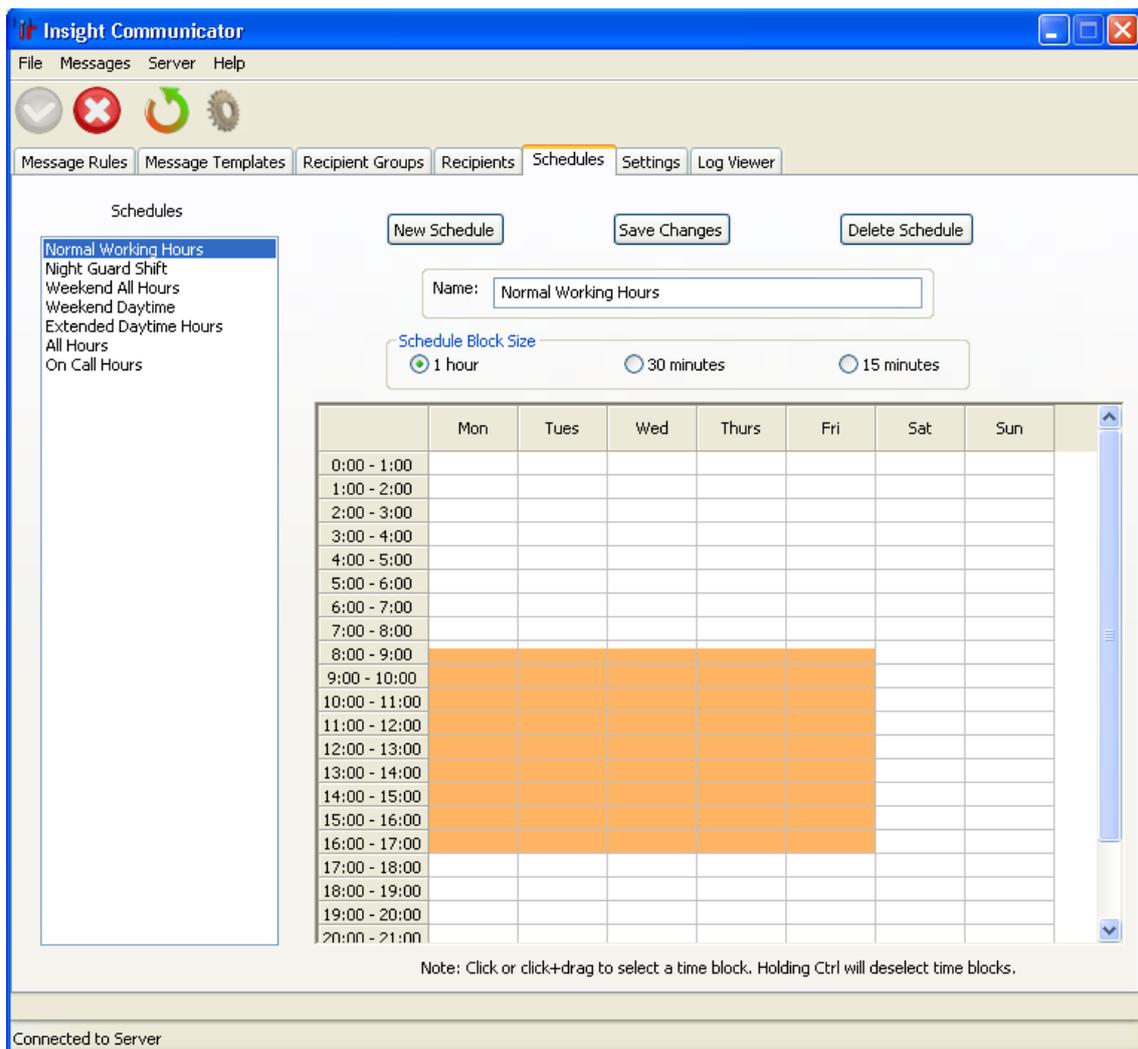
2. Choose the Plugin to use on the left hand box. In this example, COMText is being used
3. This will bring up a message box and a check-box for that Plugin. Tick the check-box for COMText
4. In the message area, setup the message to suit what the device requires, followed by the message you want to send to the device. In the example above, the control string required by the DVR is entered, followed by the Insight Alarm message.
5. Click the Save button, then click the Close button
6. Save the changes to the Template on the Message Templates tab

## Ensure the Recipient Gets the Message(s)

Once the Recipient has been setup and the required Message Templates have been modified and/or created, you need to make sure that:

- New Rules are created to call any new Message Templates
- The Recipient is added to the receive list of any new message rules
- The Recipient is added to the receive list of any modified message rules, either by adding them directly to the receive list, or adding the Recipient to Group(s) who are on the recipient lists of the modified message rules

# Schedules



Schedules allow you to specify the time blocks in which a message is allowed to be sent. The Schedules can be created with a granularity of 15 minute block sizes and can have as many individual blocks as the user wishes.

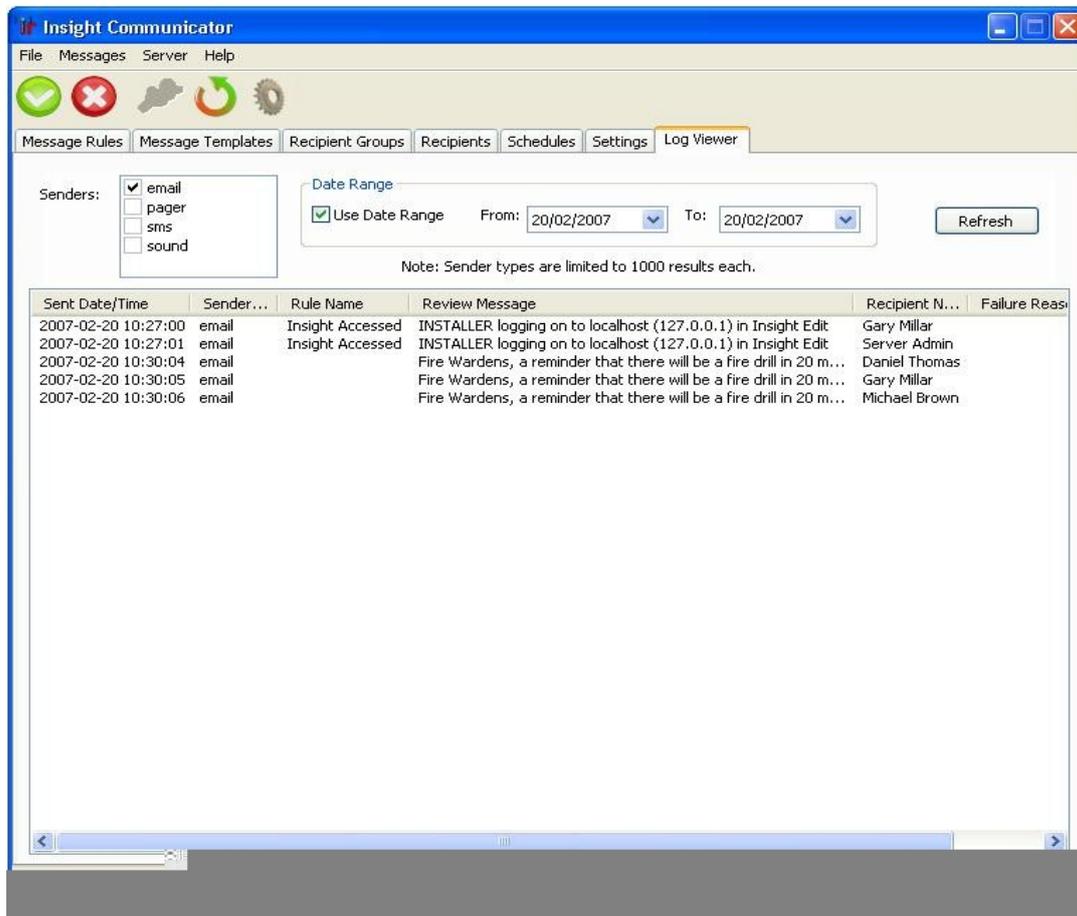
## Creating a Schedule

1. Click the New Schedule button.
2. Give the Schedule a name.
3. Set the block size. This is only used to change the degree of granularity and changing the block size will not alter the already highlighted blocks.
4. To create a Time Block, simply left click and drag to highlight the desired blocks, turning them orange. While dragging, multiple days can be set by also dragging to the left/right. To de-select a block, hold down Ctrl then click and drag over the blocks, this will turn the blocks white again.
5. Click Save Changes to save the Schedule.

The schedule can be edited at any time by selecting it in the left hand side list and making your changes.

# The Log Viewer

The Log Viewer allows you to see a list of messages that have been processed and attempted to be sent, along with whether the attempt was successful.



The messages can be viewed by ticking the box next to the desired senders; however a limit of 1000 viewable messages is set for each individual sender. If this limit is reached, use of the Date Range option will be required to view all of the desired messages, by limiting the view to a certain day or set of consecutive days. To do this, set the 'From date', the 'To date' and tick the Use Date Range box.

# Alarm Interface

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In Communicator V2.1, the Alarm Interface feature was added. The Alarm Interface allow messages from various sources to be captured by Communicator and logged into Insight Review. Once in Review, Alarm Handler can be used to detect these messages and attract the Operator's attention in various ways, or perform other actions in the system.

The Alarm Interface uses Listeners to receive message from external devices. Currently, Listeners are available to detect messages via Serial connection and TCP. Also, a Listener exists to interface with Jacques Intercom systems.



## Licensed Feature

The Alarm Interface feature is a separately licensed feature.

By default, the tab to set up the Listeners is hidden and will only be visible when the Communicator Server is running and a valid license with the Alarm Interface feature is registered. Similarly, any enabled Listeners require a valid license to run.



## Note

Even if a valid license is registered, the Listeners tab will only appear if the Communicator Server is running.

## Serial Listeners

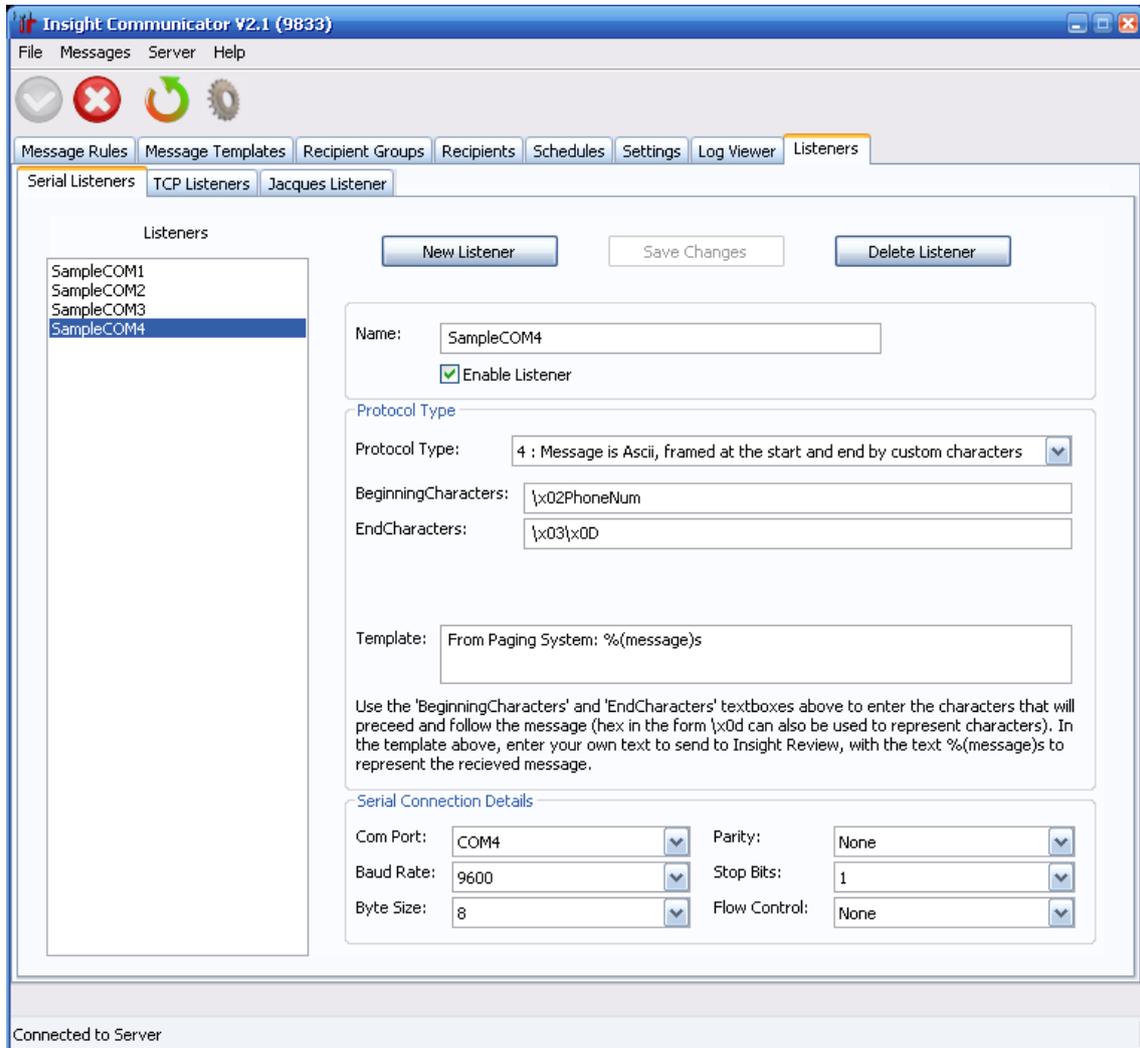
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Serial Listeners connect and receive bytes from a specified COM port. Several protocols are available that allow you to match messages of a certain format. Customisation of the message that is logged to Insight Review is available by using the Template textbox, with all text being logged to Review and the keyword %(message)s replaced with the text that the protocol matched. A COM port can have only 1 listener assigned to it and enabled.

The following protocols are currently available:

Protocol	Description
Ascii text followed by Null	The message ends when a null character is received (hex 0x00)
Ascii text followed by carriage return	The message ends when a carriage return is received (hex 0x0D)
Ascii text followed by custom characters	The message ends when a set of custom characters is found. The characters are entered in a text box, and won't be contained in the message
Ascii text framed by custom characters	The message is preceded by some custom characters and ends with some custom characters. The characters are entered in two text boxes, and won't be contained in the message
Regular Expression	The message matches the regular expression pattern. In addition, the Replacement textbox can be used with Regex sub-groups, with \1, \2 etc representing the groups. This, for example, allows several parts of the message to be used to create a more readable string. E.G: Pattern 'G([0-9]) P([0-9]) Z([0-9])' could match a message, and the Replacement could be 'Group \1, Panel \2, Zone \3'. For Regex, %(message)s will represent the matched text if no replacement is used, otherwise it represents the replacement string.

Ampac CIE BMS/EWS	The messages are received from an Ampac Fire Panel. Messages are received from Groups, Zones and Loop Sensors and contain information about Alarm, Prealarm, Fault and Isolate states. The data received will be converted into a readable format and logged to Insight.
Aspects ARTS System	The messages are received from an Aspects ARTS System. Message types received include Alarm, Tamper/Cabinet Open, Duress and Offline events. The data received will be converted into a readable format and logged to Insight.



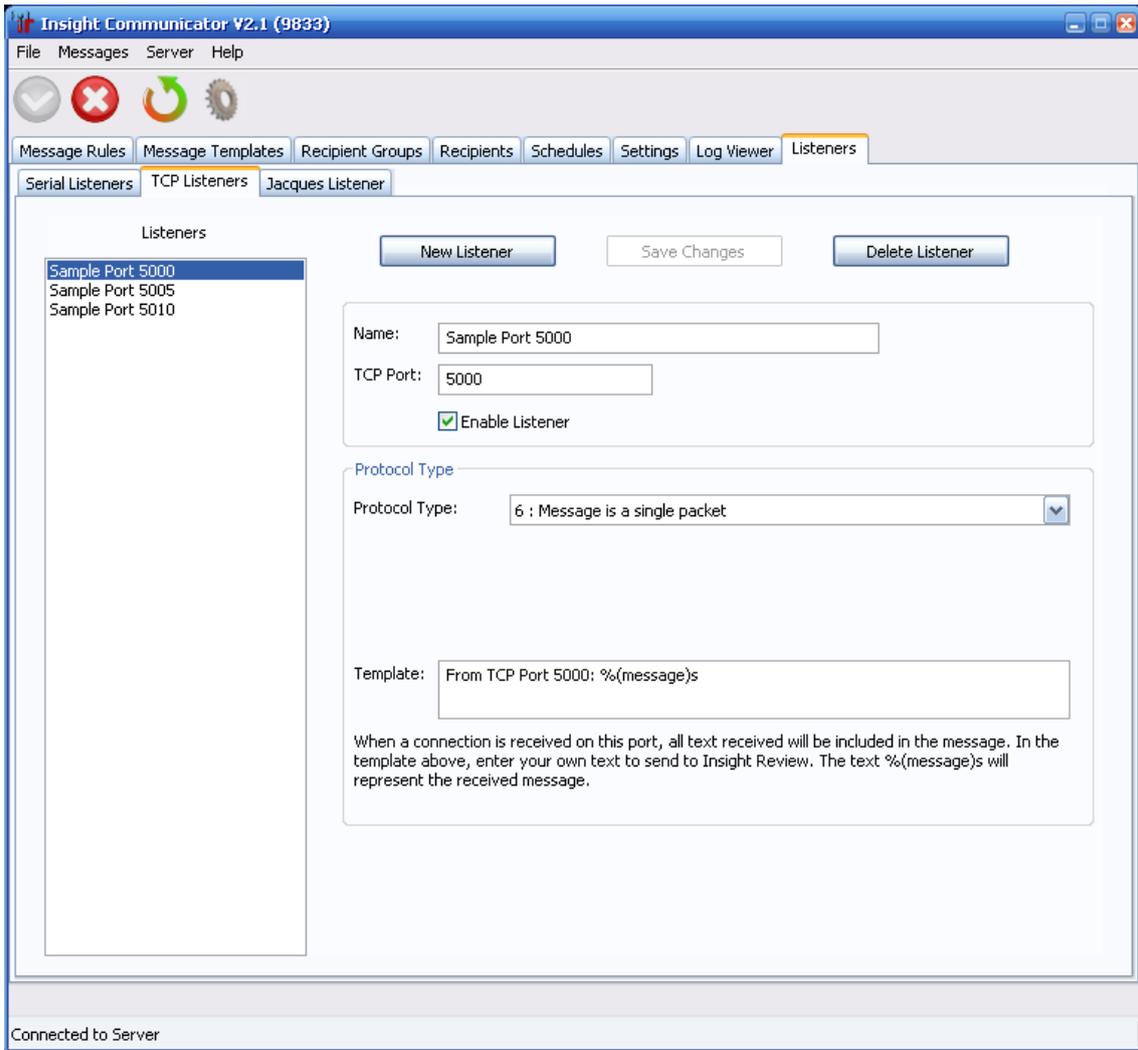
## TCP Listeners

---

TCP Listeners connect to a specified TCP port to receive bytes. Several protocols are available that allow you to match messages of a certain format. Customisation of the message that is logged to Insight Review is available by using the Template textbox, with all text being logged to Review and the keyword %(message)s replaced with the text that the protocol matched. A port can have only 1 listener assigned to it and enabled.

The following protocols are currently available:

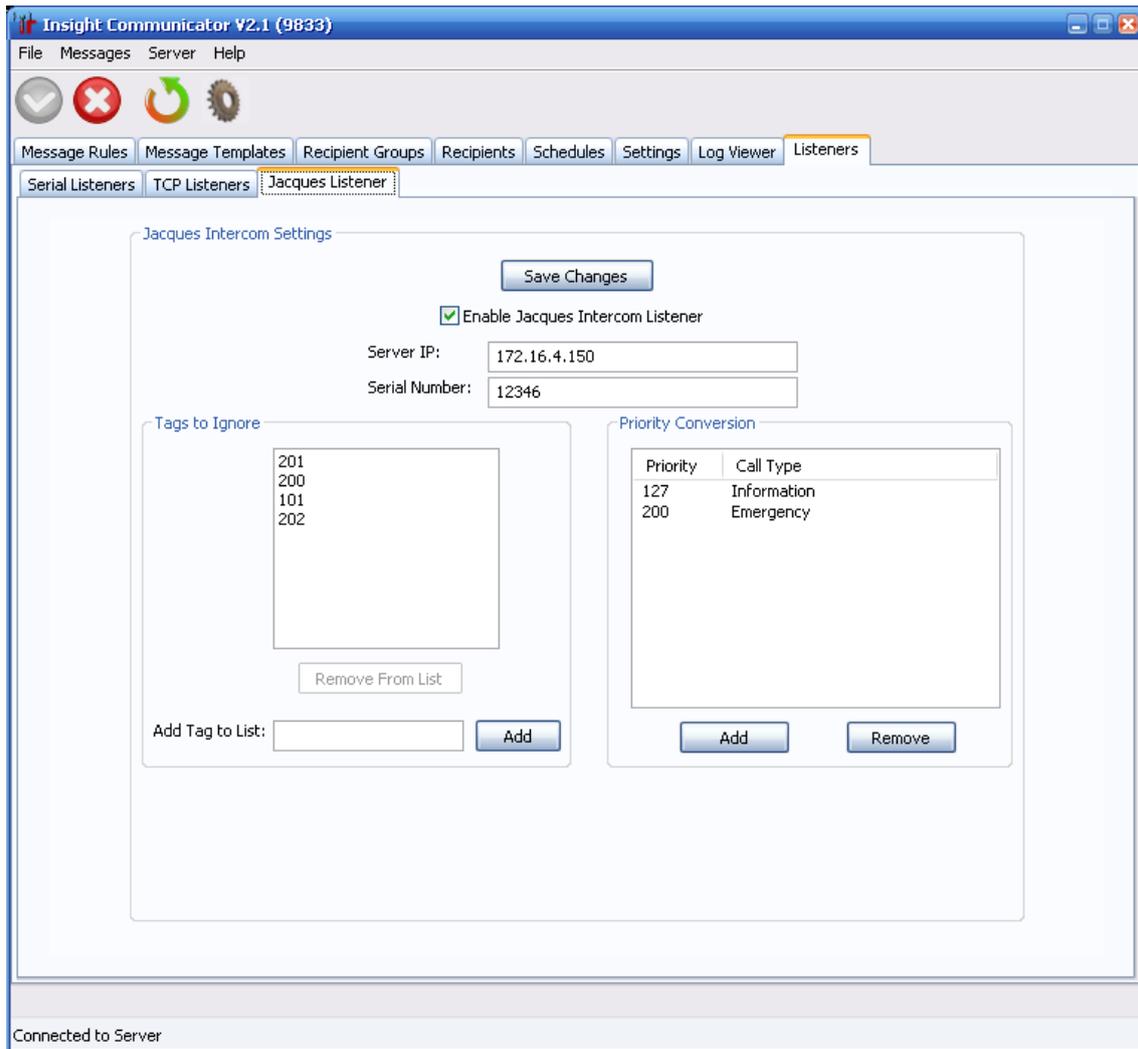
Protocol	Description
Ascii text followed by Null	The message ends when a null character is received (hex 0x00)
Ascii text followed by carriage return	The message ends when a carriage return is received (hex 0x0D)
Ascii text followed by custom characters	The message ends when a set of custom characters is found. The characters are entered in a text box, and won't be contained in the message
Ascii text framed by custom characters	The message is preceded by some custom characters and ends with some custom characters. The characters are entered in two textboxes, and won't be contained in the message
Regular Expression	The message matches the regular expression pattern. In addition, the Replacement textbox can be used with Regex sub-groups, with \1, \2 etc representing the groups. This, for example, allows several parts of the message to be used to create a more readable string. E.G: Pattern 'G([0-9]) P([0-9]) Z([0-9])' could match a message, and the Replacement could be 'Group \1, Panel \2, Zone \3'. For Regex, %(message)s will represent the matched text if no replacement is used, otherwise it represents the replacement string.
Message is a single packet	A single packet will be read by the Listener and the data received will be used as the message



## Jacques Listener

The Jacques Listener provides an integration between Insight Review and a Jacques Intercom system. The integration utilises the Jacques High Level Interface, allowing information such as server and intercom module status to be retrieved, as well as information regarding call request and termination.

Configuration of the Jacques Listener requires two pieces of information, the IP address of the Jacques server and a serial number to identify the Communicator interface to the Jacques system.



Optional configuration of the system involves entering a list of tags (identification numbers for entities within the Jacques system) to ignore messages from. This feature is designed to filter out messages to prevent Insight Review from being flooded with intercom activity. Ignoring tags affects two areas, firstly ignoring offline or alarm messages from specific tags and secondly to ignore call request and termination messages which originate from specific tags. The first case is useful when tags are known to be configured but offline and the second where a tag may be a common source of intercom calls, such as a master station, but no Alarm Handler actions are required.

Also, configuration of Priority Conversion exists, allowing call requests and terminations with specific priority values to be logged into Insight Review with a more informative message. For example, a message could be logged to Insight Review as:  
Call Request: Main Foyer (tag 303) requested a call with priority level 200 to Control Room (tag 100).

Or, after priority conversion, logged as:

Call Request: Main Foyer (tag 303) requested a call via the Emergency button to Control Room (tag 100).

The following list contains the possible messages logged into Insight Review, as well as the Jacques event that triggered them. Values that look like **<Example>** are variables that are retrieved from the Jacques system.

Jacques Event	Message Logged
Call Request Event	<p>Call Request: <b>&lt;SourceTagName&gt;</b> (tag <b>&lt;SourceTagNumber&gt;</b>) requested a call with priority level <b>&lt;Priority&gt;</b> to <b>&lt;DestTagName&gt;</b> (tag <b>&lt;DestTagNumber&gt;</b>).</p> <p>Or if Proirity Conversion is used</p> <p>Call Request: <b>&lt;SourceTagName&gt;</b> (tag <b>&lt;SourceTagNumber&gt;</b>) requested a call via the <b>&lt;ConvertedPriority&gt;</b> button to <b>&lt;DestTagName&gt;</b> (tag <b>&lt;DestTagNumber&gt;</b>).</p>
Call Termination Event	<p>Call Termination: Call at <b>&lt;SourceTagName&gt;</b> (tag <b>&lt;SourceTagNumber&gt;</b>) with priority level <b>&lt;Priority&gt;</b> to <b>&lt;DestTagName&gt;</b> (tag <b>&lt;DestTagNumber&gt;</b>) has ended.</p> <p>Or if Proirity Conversion is used</p> <p>Call Termination: Call at <b>&lt;SourceTagName&gt;</b> (tag <b>&lt;SourceTagNumber&gt;</b>) via the <b>&lt;ConvertedPriority&gt;</b> button to <b>&lt;DestTagName&gt;</b> (tag <b>&lt;DestTagNumber&gt;</b>) has ended.</p>
Heartbeat not detected	Connection Error: Heartbeat not detected.
No connection to Jacques system	<p>Connection Error: No connection to the Jacques system could be established.</p> <p>The above message will be sent once after 15 seconds, then after 3 minutes and finally once an hour while the system remains offline.</p>
Connection to Jacques system was successfully established	Server Connection: Connection to Jacques system was established.
A connection was established, but was lost	Server Connection: Connection to Jacques system was lost
Tag is offline	Tag Offline: <b>&lt;SourceTagName&gt;</b> (tag <b>&lt;SourceTagNumber&gt;</b> ) is currently offline.
Tag goes into alarm mode	Tag in Alarm: <b>&lt;SourceTagName&gt;</b> (tag <b>&lt;SourceTagNumber&gt;</b> ) is currently in alarm state – <b>&lt;AlarmName&gt;</b> ).
Tag is no longer in alarm mode	Tag out of Alarm: <b>&lt;SourceTagName&gt;</b> (tag <b>&lt;SourceTagNumber&gt;</b> ) is no longer in alarm state - <b>&lt;AlarmName&gt;</b> ).

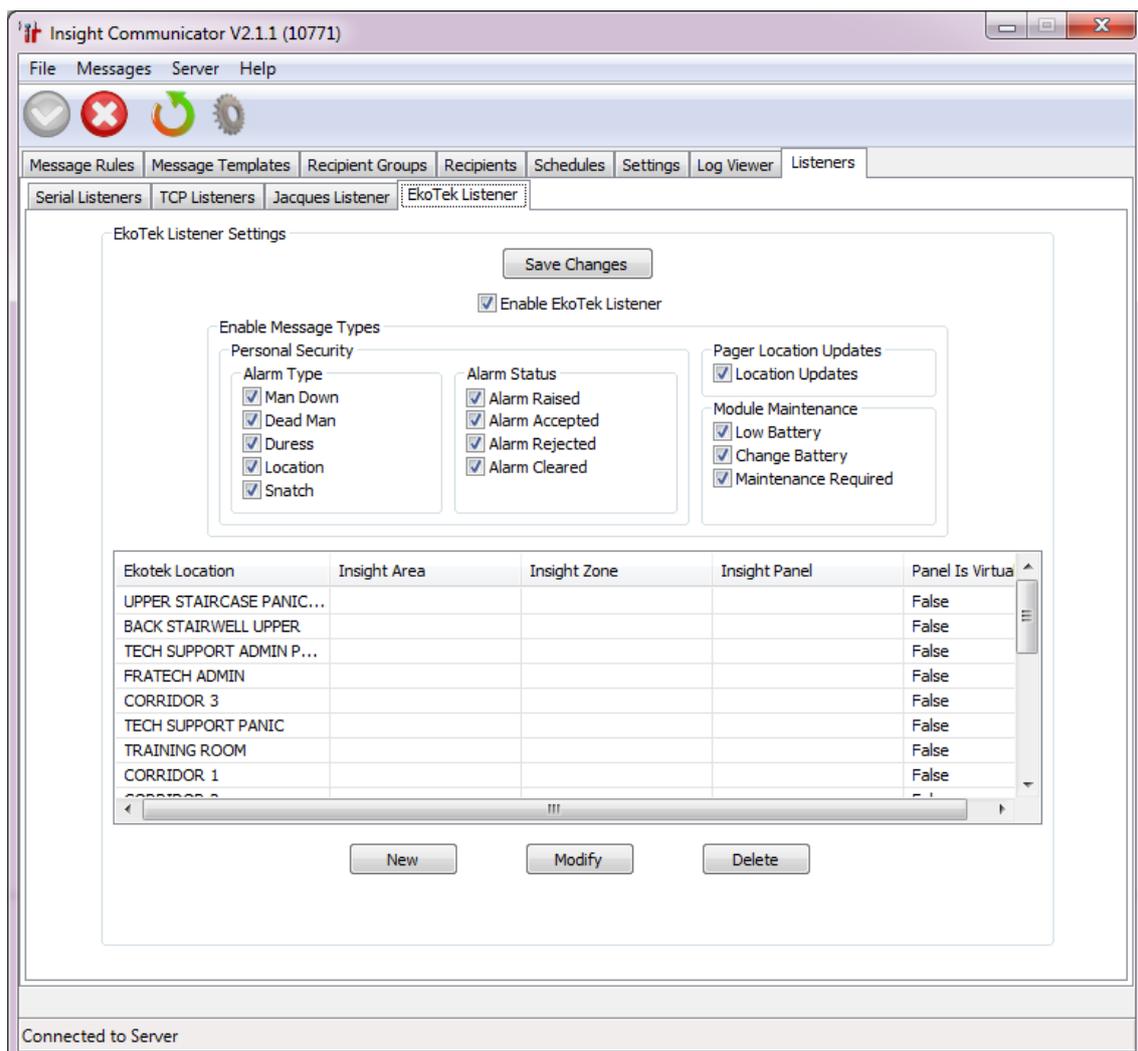
## EkoTek Listener

The EkoTek Listener provides an integration between Insight Review and an EkoTek Personal Location/Security system. Communicator listens to UDP broadcasts from the EkoTek system, retrieving events from the system including Personal Security Alarms (Man Down, Deadman, Duress, Location/Wander and Snatch alarms), Pager or Fob Location Update events and Module Maintenance notifications.

In order to receive messages from EkoTek, the EkoTek Hub must be configured to send its messages to the PC where Communicator is installed. This is set up via the EkoTek web interface under Configuration-> System Settings, in the grey section near the bottom regarding Remote Event Logging. Numeric and Text logging must both be enabled and the IP address must match the PC which Communicator is installed.

Remote event logging    Numeric     Text   
 Remote debug logging      
 Log machine IP address    192    . 168    . 1    . 103

After that, to enable the EkoTek Listener, on Communicator's Listeners-> EkoTek Listener tab check the 'Enable EkoTek Listener' checkbox and any message types you wish to receive.



It is possible to associate EkoTek Pagers and Fobs with Insight Users and associate EkoTek Repeaters with Insight Areas or Zones. Several Repeaters can also be grouped into a single Area or Zone. This, for example, allows Review to filter on actual Areas, Zones or Users and see EkoTek events, allows Alarm Handler to set up Alarm Responses based on Areas or Zones instead of text-comparing with each repeater and allows EkoTek Pagers and Fobs to appear in Tagboard.

This is achieved by filling in the grid on the EkoTek Listener tab. To add new Repeaters to the list, either the 'New' button can be used and the name manually entered (the name is case sensitive and must match exactly), or if the EkoTek system is set up and Communicator is receiving messages from it, when location updates or events are received from repeaters that aren't in the list, they are automatically added. Using this approach and, for example, taking a pager around to each repeater guarantees the repeaters are correctly entered into Communicator.

EkoTek repeaters can then be linked with either an Insight Area, a Zone, or both by providing the name of the Area/Zone and the Panel that the Area/Zone belongs to. Select the EkoTek Location you wish to configure and press the Modify button (or double click the item in the list) to open the dialog shown below. These names are case-sensitive also and must match those found in Insight.

Modify EkoTek Location

To associate Insight areas and/or zones with EkoTek-triggered Review messages, fill in some or all of the fields below. The fields must match the values in Insight.

EkoTek Location: UPPER STAIRCASE PANIC BUTTON (CORRIDOR)

Insight Area: |

Insight Zone:

Insight Panel:

Panel is Virtual

OK Cancel

Users are only associated for Location Update and Alarm Raised events, as these messages contain Repeater information and an Area or Zone is required for association. To associate Pagers and Fobs with Insight Users, the name of a Pager or Fob must be entered within the EkoTek system. This configuration is done via EkoTek's web interface under Configuration-> Devices. Names entered must match that of a User in Insight. Also, the User must exist on the same Panel as the Area or Zone where the for Location Update or Alarm Raised event occurred.

# Configuration

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Configuration of Insight Communicator is accessed from the Settings tab. Each configurable item of Communicator is available on a separate sub-tab. Each of these items is described on the following pages.



## Tip

After changing aspects of the configuration, always remember to restart the Insight Connection and/or Message Senders using the Restart Server dialog so your changes take effect on the server!

## System Settings

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Under the System Settings tab a User Name and Password are requested in order to logon to Insight. The User Name and Password required is one linked to an Operator in Insight with permissions to access the module 'COM Interface'.



## Important!

For security reasons, it is preferable to create a new Operator under Insight with access only to the COM Interface module, to minimise risks to the Insight system.

After the User Name and Password are entered and 'Save Changes' has been clicked, the Insight Link will need to be restarted in order to take effect. This can be achieved with the Restart Communicator Server Dialog.

## Email

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Option	Description
From Address	The address to list the Communicator's message as having come from in the Recipients Inbox.
Subject	The text that will be displayed in the Subject of emails sent from Communicator.
Messages Per Minute	The maximum amount of emails that can be sent in a minute. This maximum may never be reached, however it allows control on how often messages are sent out to avoid congestion in busy times.
SMTP Host	The Host SMTP Server to send emails with.
User Name	Used if authentication is required with the SMTP Host, otherwise leave blank.
Password	Used if authentication is required with the SMTP Host, otherwise leave blank.
Max Retries Per Message	On the event of an error occurring when sending a message, the maximum number of retries before a message is marked as 'Failed'.

Changes to Email settings will take effect the Message Senders section of the Communicator server has been restarted or by restarting the Email Sender within the Communicator Server Status dialog.

## SMS

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At this time, Insight Communicator sends SMS messages with the use of a GSM modem connected to the Insight Communicator PC. The SMS settings tab allows you to configure how Communicator talks to the GSM modem.

Option	Description
COM Port	The COM port that the GSM Modem is connected to.
Baud Rate	The Baud Rate to connect to the modem with.
Byte Size	The Byte Size to connect to the modem with.
Parity	The Parity to connect to the modem with.
Stop Bits	The Stop Bits to connect to the modem with.
Messages Per Minute	The maximum amount of SMS messages that can be sent in a minute. This maximum may never be reached, however it allows control on how often messages are sent out to avoid congestion in busy times. Messages are evenly spaced over the minute.
Max Retries Per Message	On the event of an error occurring when sending a message, the maximum number of retries before a message is marked as 'Failed'.

Changes to SMS settings will take effect the Message Senders section of the Communicator server has been restarted or by restarting the SMS Sender within the Communicator Server Status dialog.

## Pager

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Insight Communicator is designed to send pager messages using a special type of modem for this purpose that is connected to the Insight Communicator PC. The Pager settings tab allows you to configure how Communicator talks to the Pager modem.

Option	Description
COM Port	The COM port that the Pager Modem is connected to.
Baud Rate	The Baud Rate to connect to the Pager modem with.
Byte Size	The Byte Size to connect to the Pager modem with.
Parity	The Parity to connect to the Pager modem with.
Stop Bits	The Stop Bits to connect to the Pager modem with.
Messages Per Minute	The maximum amount of Pager messages that can be sent in a minute. This maximum may never be reached, however it allows control on how often messages are sent out to avoid congestion in busy times. Messages are evenly spaced over the minute.
Max Retries Per Message	On the event of an error occurring when sending a message, the maximum number of retries before a message is marked as 'Failed'.
Protocol to Use	Allows selection from a list of possible protocols to communicate with the Pager System with.

Changes to Pager settings will take effect the Message Senders section of the Communicator server has been restarted or by restarting the Pager Sender within the Communicator Server Status dialog.

## Plugins

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Insight Communicator allows Plugins to enhance its functionality. Some Plugins are shipped with Insight Communicator such as the Sound Plugin that enables Communicator to play sound files on the PC in response to particular Insight messages.

The Plugins Tab allows access to any core Settings that a Plugin may require. By clicking on a Plugin's name in the list box (if any are installed) a list of options are displayed for editing.

### Note

Some Plugins do not require any core Settings, so will not have any options appear.

Changes to Plugin settings will take effect the Message Senders section of the Communicator server has been restarted or by restarting the Plugin within the Communicator Server Status dialog (if shown there).

### Sound Plugin

The default path of where .wav files used by Communicator are stored can be set here.

### COMText and COMHex Plugins

These Plugins enable Communicator with a generic serial communications service so that you can interface with devices other than pagers and modems (such as DVRs) if need be. Typically, these Plugins are accessed by creating a [Recipient](#) for each device in order to process communications. Serial Port settings for devices using the COMText/COMHex Plugin are handled on a Recipient-by-Recipient basis.

## Notifications

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The Notifications Tab allows internal Communicator status notifications to be sent to desired recipients. The tab allows the user to customise what message is sent, which mediums to send the messages by and who will receive the notification.

Currently available notifications are:

Notification	Description
Insight Link Down	If a connection to the Insight server is unable to be established after several retries, this notification will be triggered.

## Licence

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The Licence Tab will show the current state of Communicator's licence if connected to the Communicator Server. Otherwise, a message requesting you to connect to the Communicator Server is displayed.

Your current license details will be displayed when connected and the Update License button available to upgrade/change your license. The status area will list whether the current license key is valid, when it will expire and what additional features if any are enabled.

### Registering Insight Communicator

1. To register your copy of Communicator, follow the instructions outlined in the getting started guide on page 6-7 of this manual.

### Important!

Communicator cannot be used until product is registered.