Event Response

The 'Event Response' screen is generally used to attach response messages to CardAccess Events/Alerts. This screen allows the user to either type in new response messages in or attach pre-defined messages for the Events/Alerts selected in CardAccess main screen (refer the section Operator Responses for creating pre-defined operator response messages).

Accessing Event Response Screen

The Event Response screen can be accessed in the following two ways:

1. Double-clicking **on an Event/Alert in CardAccess main screen.**

2. **Clicking on the desired Event/Alert, and then clicking on** Respond **button.**
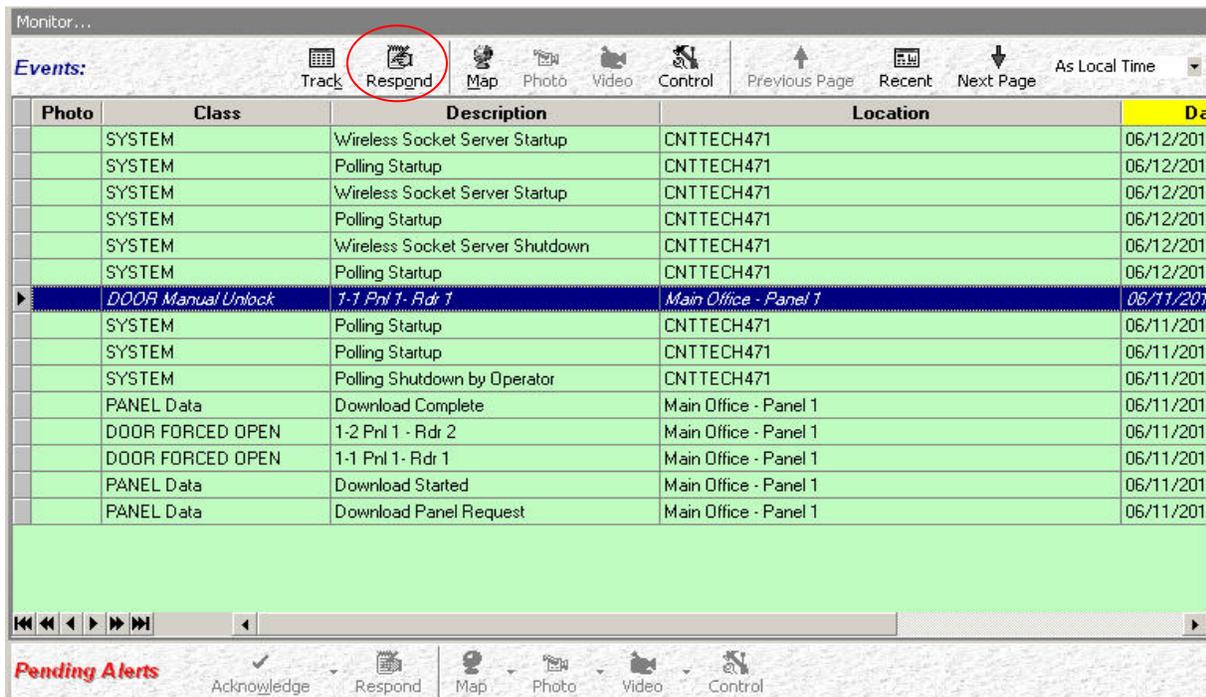

Fig. 46.1. Respond button of CardAccess Event and Alerts grids.

Note: If the event belongs to Events grid, then, *Respond* button above 'Events' grid must be used. If the event belongs to Alerts grid, then, *Respond* button above 'Alerts' grid must be used.

Both the methods will open the 'Event Response' screen for the selected event as below.

Fig. 46.2. The 'Event Response' screen for DOOR FORCED OPEN event.

By default, the screen will open in '*Event*' tab as shown in the above figure. A few other folder tabs may also be visible depending on the type of event you select, and on the options that are enabled in 'System Settings' screen previously. The folder tabs are explained in the section Event Response Screen Folder Tabs.

Response message can be attached to an Event by following the steps below:

- **Open** Event Response **screen by double-clicking on the event (or alternatively by highlighting the event and clicking on** *Respond* **button) in CardAccess main screen.**

Note: **If the event belongs to Events grid, then,** *Respond* **button above 'Events' grid must be used. If the event belongs to Alerts grid, then,** *Respond* **button above 'Alerts' grid must be used.**

The screen will open in '*Event***' tab by default, and the keyboard cursor will be seen blinking in the 'Response Message' control.**

- **Apply one of the two methods below to attach a 'Response Message' to the selected event.**

    1. **Type in a '**new**' message in the** *Response message'* **control, and click on** Accept **button.**
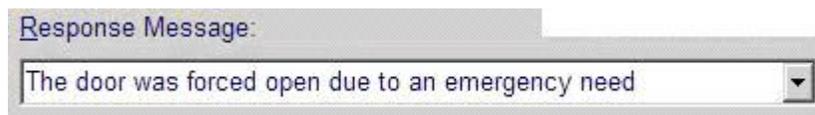

Response Message:

The door was forced open due to an emergency need

Fig. 46.3. Typing a new response message.

Accept

Fig. 46.4. The 'Accept' button.

Note: **The 'Accept' button will be enabled only after you type in the response message.**

The 'new' response Message thus attached to the event will be added on to 'Response List' window (see figure 46.14) of the selected event. Refer the heading **Response History** for details.

2. **A** Pre-defined **response message can be attached to the event by following the steps below:**

   a. **Click the down arrow to the right of 'Response Message' control to view the list of 'pre-defined' response messages.**

Fig. 46.5. Pre-defined response messages.

Note: **Response messages seen in the drop down list are those that are previously created in 'Operator Responses' screen. If the list is empty, it means that no pre-defined response messages have been created yet. Read the section Operator Responses to create them.**

   b. **Select a desired response message in the list, and click on it.**

   c. **Click on** Accept **button.**

Fig. 46.6. The 'Accept' button.

Note: **The Accept button will be enabled only after a response message is selected in the drop down list.**

The 'pre-defined' Response Message thus attached to the event will be added on to 'Response List' window (see figure 46.14) of the selected event. Refer the heading **Response History** for details.

Event Response Screen Folder Tabs

The 'Event Response' screen will open in *'Event'* tab by default.

Fig. 46.7. 'Events Response' screen in 'Event' tab.

A few other folder tabs may be visible on the screen depending on the type of event selected and the options previously set in 'System Settings' screen. Each of the folder tabs are explained below.

Event tab

'Event' is the default folder tab of 'Event Response' screen. This tab shows the details of the selected event.

Note: **The 'Event' tab is <u>always</u> visible regardless of the type of event selected.**

The Event tab has three sections namely *Alert, Archive Information* and *Response* (see figure 46.7). These sections are explained below.

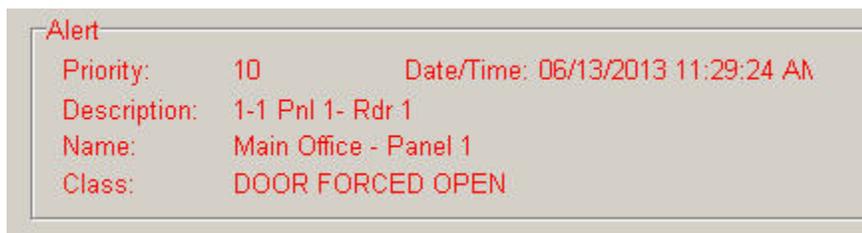- **The 'Alert' section shows details related to the person and/or the location of the selected event.**

Fig. 46.8. The 'Alert' section of Event tab

- **The 'Archive Information' section shows the system information.**

Fig. 46.9. The 'Archive Information' section of Event tab.

- **The 'Response' section provides controls that are needed to <u>attach</u> and <u>view</u> response messages for the selected event.**

Fig. 46.10. The Response section.

The controls of Response section are explained below.

Response Message, Accept

The *'Response Message'* control and the *'Accept'* button are used for __attaching__ a response message to the selected event.

Using the Response Message control, you can either type in a __new__ message or select a __pre-defined__ response message for the event.

Fig. 46.11. The 'Response Message' control.

After you type in or select a response message, you __must__ click on 'Accept' button to attach the response message to the event.
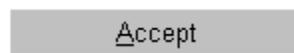

Fig. 46.12. The 'Accept' button.

Refer the heading __Attaching 'Response Message' to Event__ for more details.

Response History

The 'Response History' button can be used to <u>view</u> the list of all response messages attached to a particular event.

Fig. 46.13. The 'Response History' button.

Clicking on this button will open the 'Response List' window of the selected event. The window shows the list of all response messages attached to the selected event.

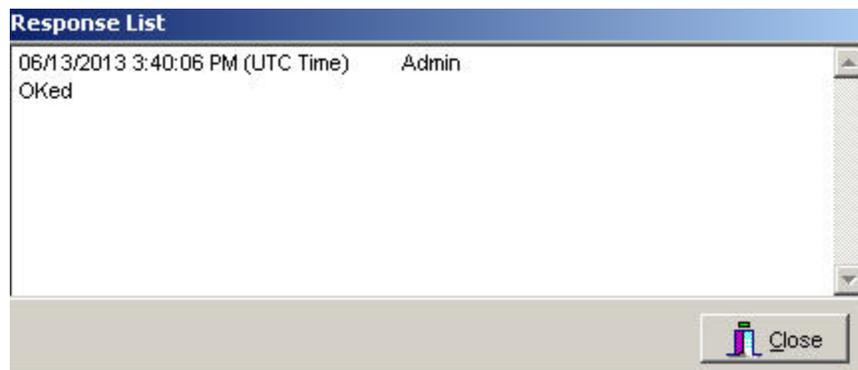The figure below shows the Response List window for DOOR FORCED OPEN event.

Response List

06/13/2013 3:40:06 PM (UTC Time)   Admin
OKed

Close

Fig. 46.14. 'Response List' window for 'DOOR FORCED OPEN' event.

To close the 'Response List' window, click on Close **button seen at the bottom right corner of the window.**
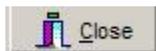

Close

Fig. 46.15. The Response List 'Close' button.

Recent Responses

The 'Recent Responses' button can be used to <u>view</u> the list of all events associated with a <u>specific</u> badge or hardware item, that have response message(s) attached.
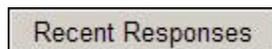

Recent Responses

Fig. 46.16. The 'Recent Responses' button.

Clicking on this button will open the 'Recent Responses' window of the selected badge/hardware item. This window contains the list of all events associated with the selected badge or hardware item that have response message(s) attached.

The 'Recent Responses' window in the figure below shows all of the events associated with *'4-1 Front Door'* reader that have response message(s) attached.
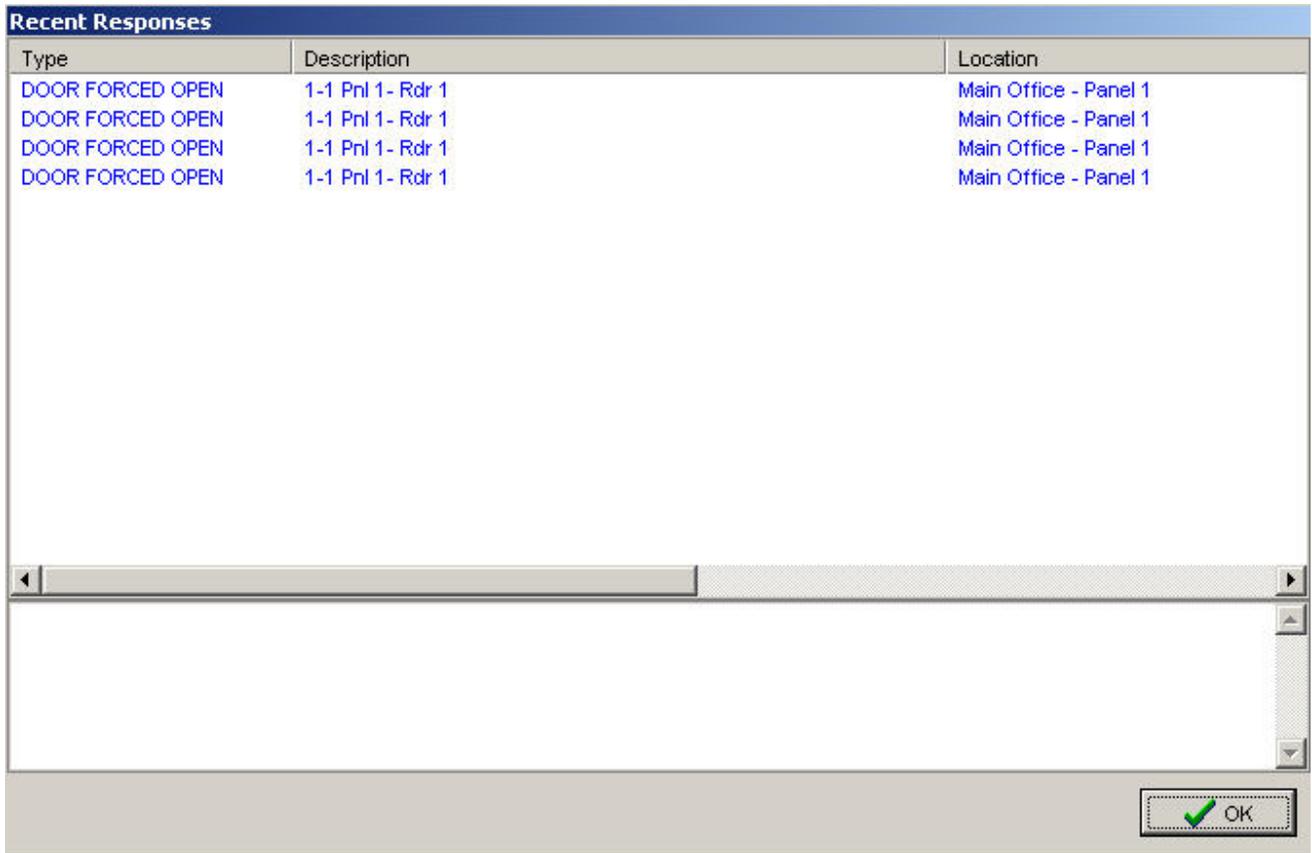
Fig. 46.17. The 'Recent Responses' window for '1-1 Front Door' reader.

Clicking on a particular event in the window will display the 'history' list of response messages attached to that event.

The lower half of 'Recent Responses' window in the figure below, shows the history list of response messages attached to DOOR FORCED OPEN event.

Fig. 46.18. 'Recent Responses' window showing the 'History' list of response messages attached to 'DOOR FORCED OPEN' event.

The 'Recent Responses' window in the figure below shows all events of a <u>badge</u> **(badge holder Edwards, Terry) that have response message(s) attached.**

Fig. 46.19. The 'Recent Responses' window for a selected badge.

Clicking on a badge event in the window will display the 'history' list of response messages attached to that badge event.

The lower half of 'Recent Responses' window in the figure below, shows the history list of response messages attached to BADGE VIOLATE UNAUTHORIZED (Trk) event.
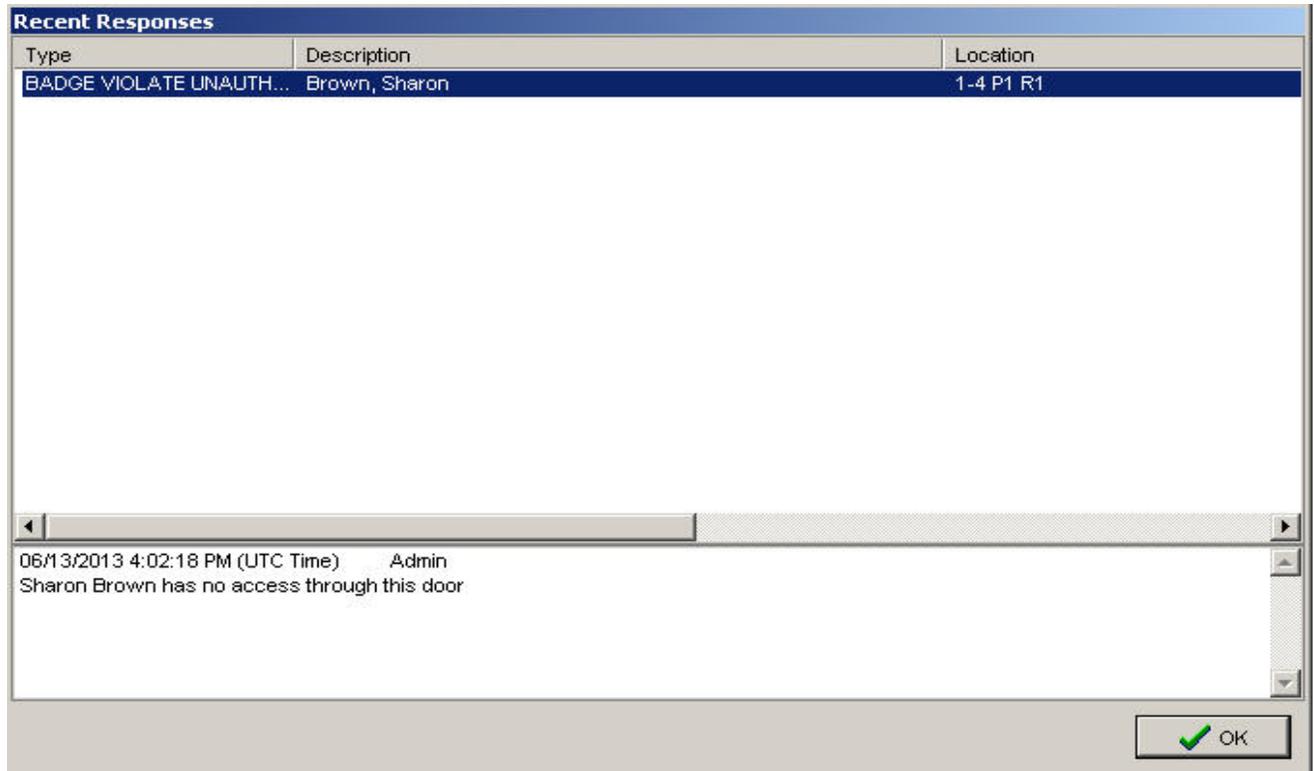

Fig. 46.20. Lower half of 'Recent Responses' window showing the 'History' list of response messages attached to BADGE VIOLATE UNAUTHORIZED (Trk) event.

To close the 'Recent Responses' window, click on OK button seen at the bottom right corner of the window.

Fig. 46.21. The Recent Responses 'OK' button.

Exit

To close the 'Event Response' screen, click on *Exit* button seen at the bottom right corner of the screen.
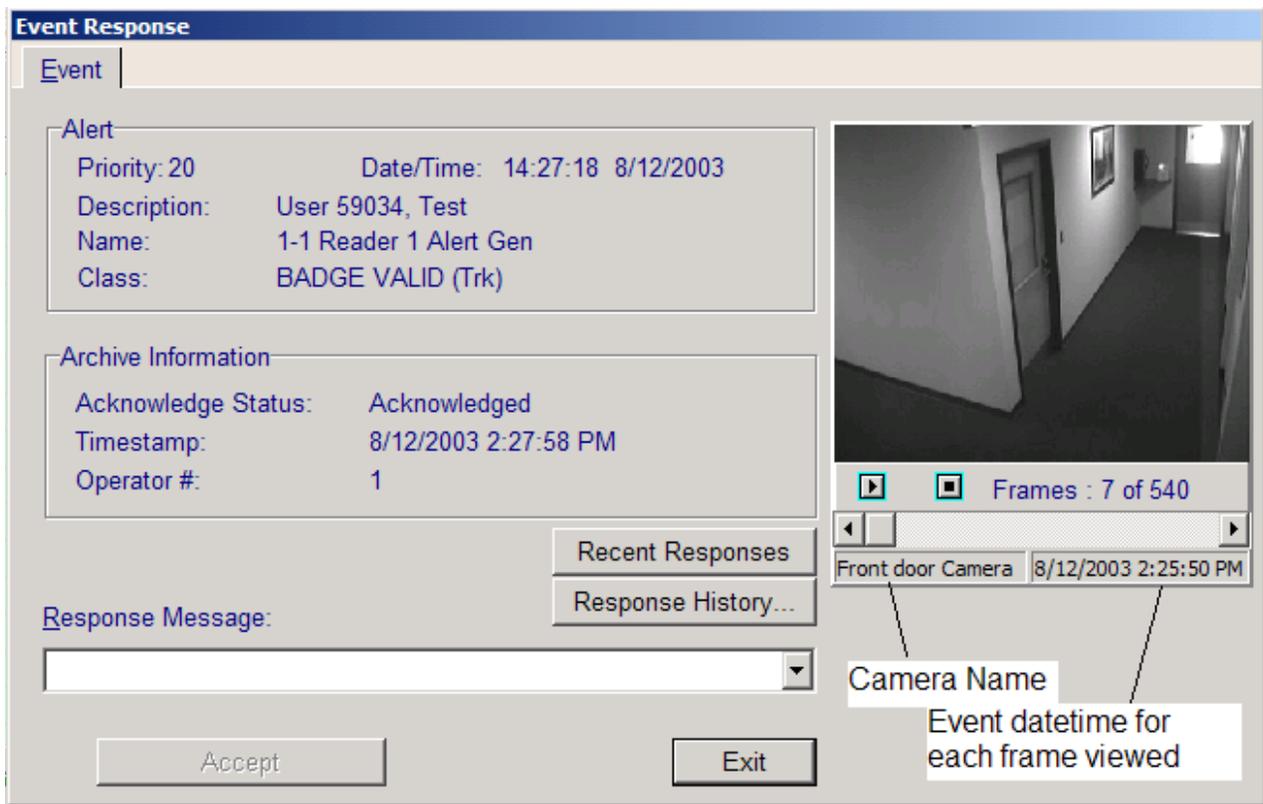

Fig. 46.22. The Event Response 'Exit' button.

DVR Recorded Video in Event Tab

The Event tab will show the DVR recorded video of the selected event under the following conditions:

- **DVR RemoteView has been enabled in System Settings CCTV tab and**

- **The selected event is a Reader/Input/Napco zone event that has been configured to display the DVR recorded video.**

Fig. 46.23. Event Response window showing the embedded DVR recorded video.

Map Tab

The 'Map' tab can be used to view the map assigned to the hardware device mentioned in the selected event.

Map tab will be visible only under the following conditions:

- The selected event involves a hardware device (Panel, Reader, Input, Relay, Link) and
- The 'Use Facility Maps' box is checked in *System Settings* screen.
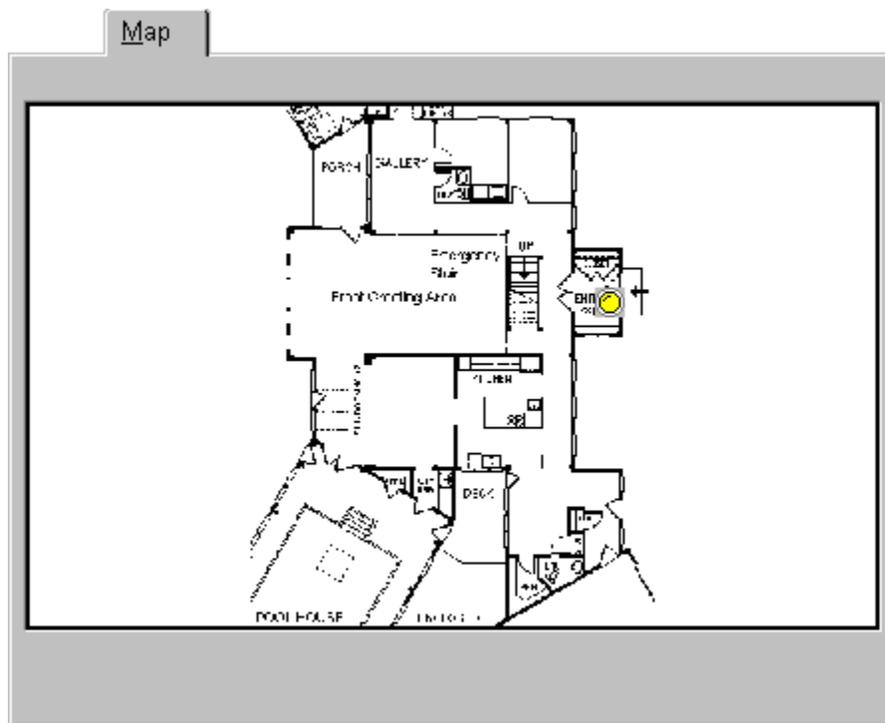

Fig. 46.24. Event Response 'Map' tab showing map assigned to a hardware device.

If the Map tab is visible but empty, it means that no map has been assigned to the hardware device.

Photo Tab

The photo tab can be used to view the photo of a particular badge holder.

Photo tab will be visible only under the following conditions:

- The selected event is a badge related event and

- The *'Photos Only'/ 'BADGING3000'* option is selected in *System Settings* Video Badging tab.

Fig. 46.25. Event Response 'Photo' tab showing the photo assigned to Terry Edwards.

If the Photo tab is visible but empty, it means that no photo has been assigned to the concerned badge holder.

CCTV Tab

The CCTV tab can be used to view the CCTV snapshot of the selected event.

CCTV tab will be visible only under the following conditions:

- **The selected event is a Reader/Input event and**

- SmartView CCTV (View Only/Full Control) **option is enabled in** *System Settings* **CCTV tab.**

  Note: Smartview is not installed by default. It must be installed separately.

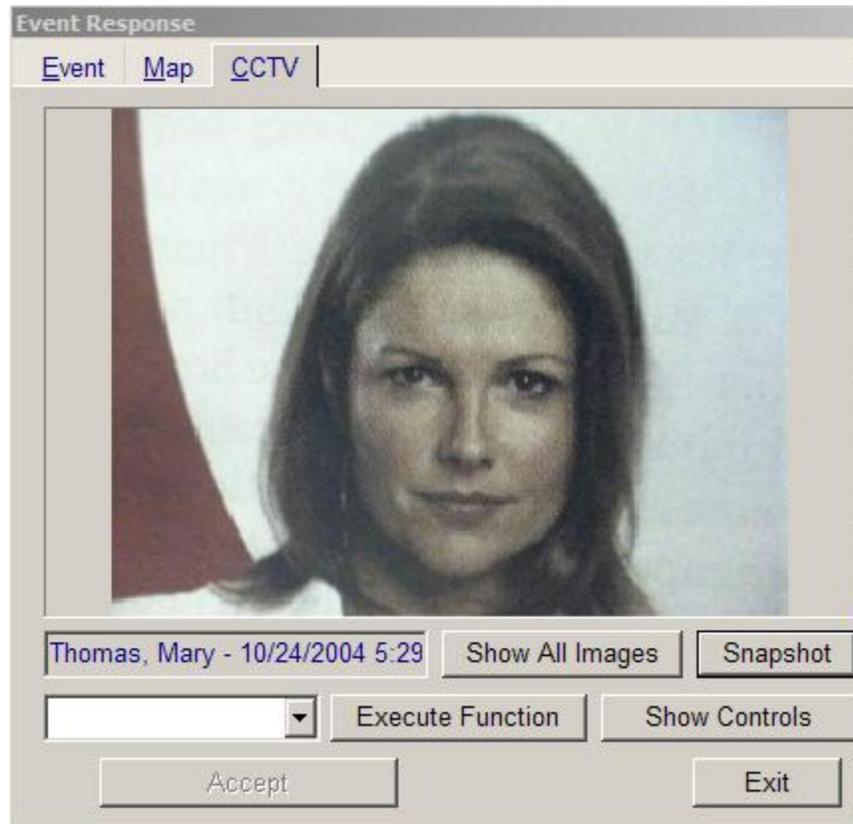**If the CCTV tab is visible but empty, it means that no CCTV snapshot is taken for the selected event.**

Fig. 46.26. CCTV tab showing CCTV snapshot of the selected Event.

For details on the various controls seen in the above figure, refer the explanation provided under Figure 21 & 22 in <u>SmartView Helpfile.</u>