riscogroup.com

RISCO Cloud

Remote Management Application

Quick Installer Guide

For detailed instructions, please refer to the RISCO Cloud Installer Application manual

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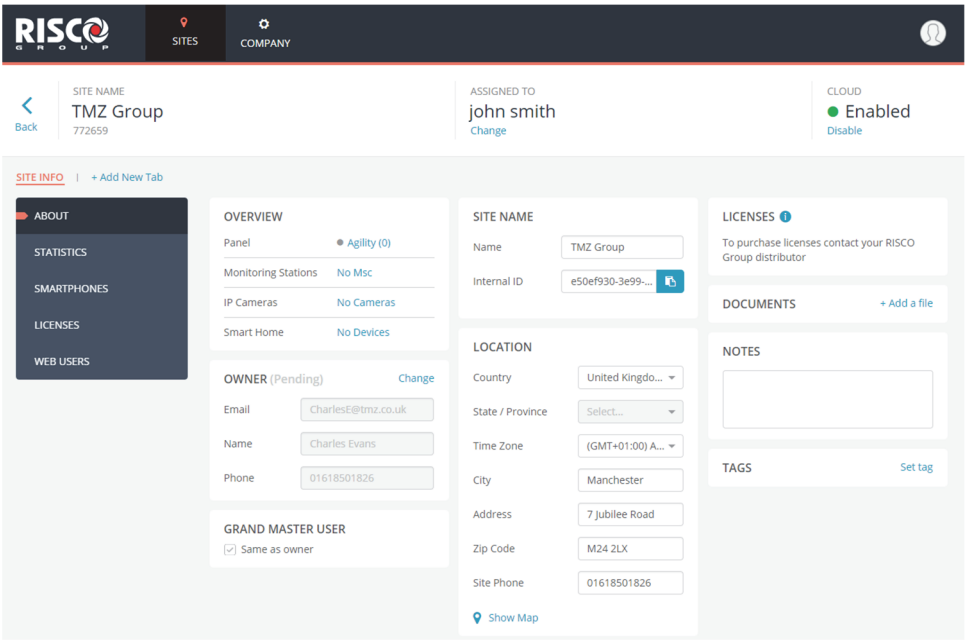
1. Introduction

1.1 Target Audience

This guide provides essential information and instructions on the RISCO Cloud (a Remote Management Application) as required by the Installer Admin and Installer to setup the system.

1.2 RISCO Cloud Structure



The RISCO Cloud provides a platform for installation companies in which to manage all aspects of their business. The entire web application is divided into three main sections.

- The Site
- The Sites List
- The Company

1.3 RISCO Cloud Entities

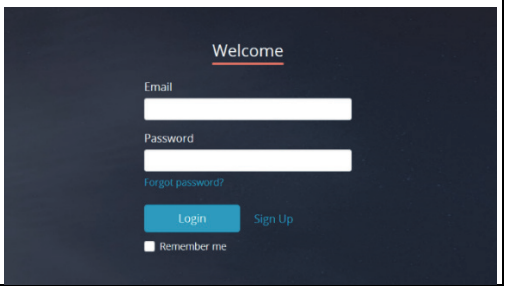
The RISCO Cloud is comprised of the following entities:

- **The Site:** A Site represents a physical location in the RISCO Cloud where equipment is installed and through which the Installer/Installer Admin can manage a control panel, IP Cameras and a Smart Home system.
- **The Sites List:** The list of sites assigned to the installer. The Sites List displays the main details of the sites and allows the installer to select one or more sites and perform actions on them.
- **The Company:** The Company section deals with all the management and administration aspects of a single installation company. Each company has only one Installer Admin but can have multiple Installers. The Installer Admin has read/write permissions in the Company Section while the Installer has only read permissions for that sector.
- **Site Owner:** The Site Owner (also the Grand Master) is the holder of the site and is the site's contact for all administrative issues that are associated to the site. An End-User can be assigned as a Site Owner to one or more sites.
- **Installer Admin:** The Installer Admin has full access to system functions.
- **Installer:** Installers are "subordinate" to the Installer Admin and are restricted in what they may do. They can see and maintain only the sites that are assigned to them (by the Installer Admin).

2. Getting Started

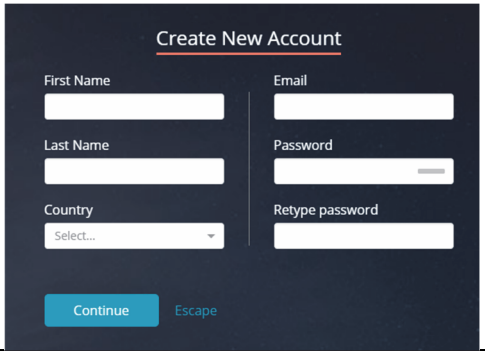
2.1 Creating an Account

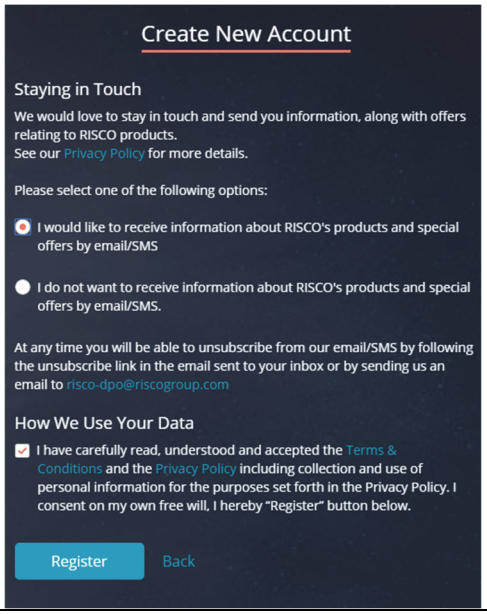
1. Enter "https://www.riscocloud.com/installer" into your browser.
2. Click "Sign Up".
3. Enter your account data in the boxes.



NOTES:

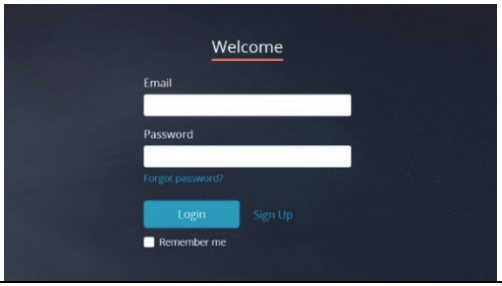
1. All the fields are mandatory.
2. The password must be: a minimum of eight characters; contain at least one capital letter and one lower case letter; contain at least one number; and contain at least one special symbol.
3. Make sure to select the Terms & Conditions box before you complete the registration.





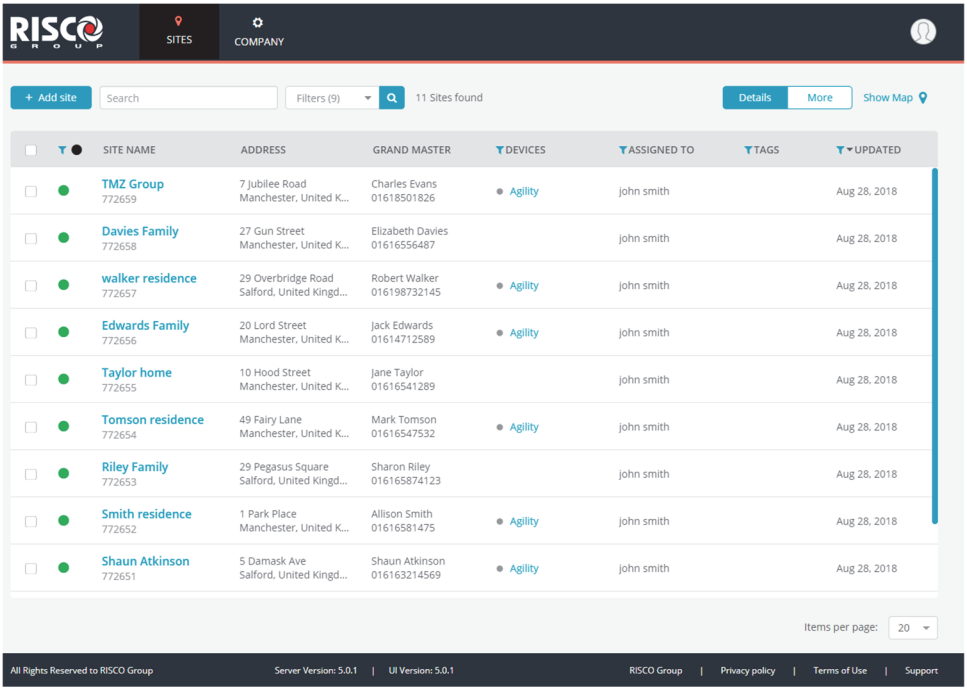
2.2 Entering the RISCO Cloud

Enter "https://www.riscocloud.com/installer" into your browser and login to the RISCO Cloud by entering your User Name and Password.



3. The Sites List

The Sites List is the first screen that is displayed after entering the RISCO Cloud. In the Sites List, each installer can view only the sites that are assigned to them (while the Installer Admin can view all the sites of the company).



3.1 Sorting, Filtering, Searching and Selecting

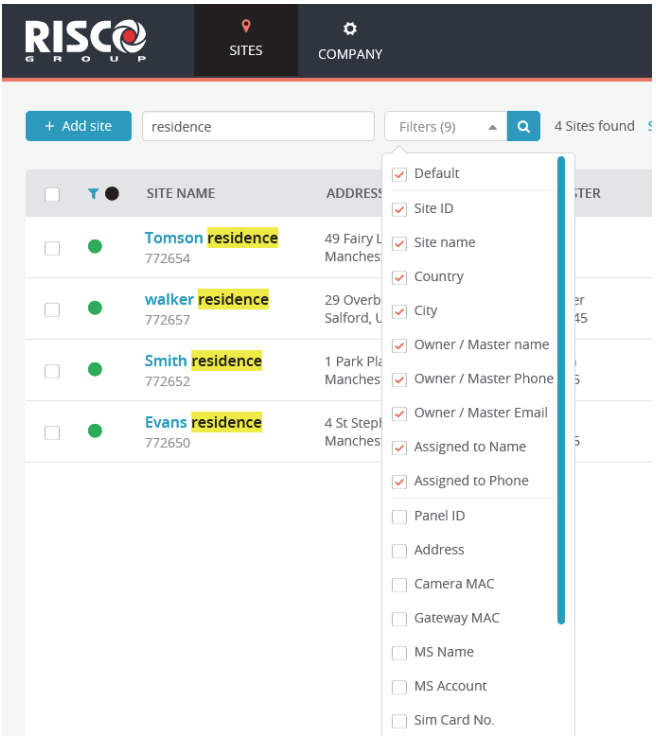
The Sites List, like any other list in the RISCO Cloud application, can be narrowed down using simple data management tools, such as, SORT, FILTER and Smart Search. Once the list is narrowed and put in order, the desired sites in the list can be selected and acted upon using ACTIONS.

NOTE: The ACTIONS drop-down list is displayed only when one or more items in the list are selected.

3.2 Advanced Search

In the Sites List, a regular search is performed using default parameters. The Advanced Search allows you to further narrow or widen your search using additional parameters. This is done by entering text in the Search box and then clicking the arrow next to the Filters box and selecting any number of displayed parameters.

For example, if you enter “residence” and then select the Site Name parameter, then only Site Names that contain “residence” will be displayed.

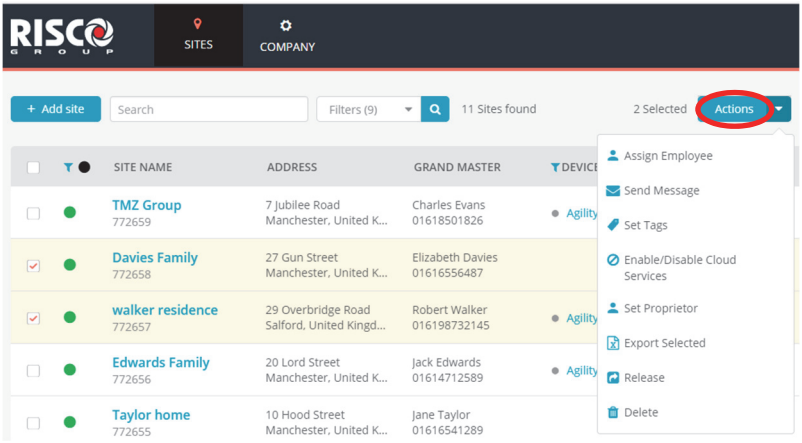


3.3 Tags

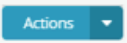
Tags are created on the Company level and are used to facilitate filtering of the Sites List (by clicking the Tags column on the Sites page) and to more effectively manage companies. For example, you may want to create tags for a site according to “House”, “Apartment” and “Basic” and then filter the Sites List to display any combination of these tags.

You can assign tags to one or more sites from the company’s tags list.

3.4 Actions



The "Actions" button is displayed only when there are one or more selected sites.

You can perform various actions on specific sites by selecting one or more of the checkboxes to the left of the Sites List screen and then clicking on the 

drop down list and selecting an action from the list.

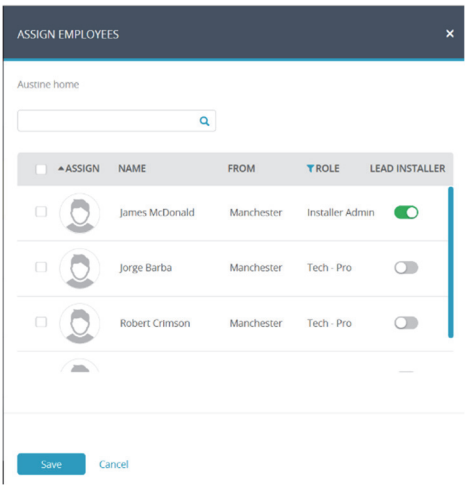
The most common Actions are described below.

ACTION: Assign Employee

Used to facilitate management of the list of employees that are assigned to sites. When the Installer Admin selects the Assign Employees ACTION, a Side Panel opens, displaying the names, locations and roles of the employees that are assigned to the selected sites.

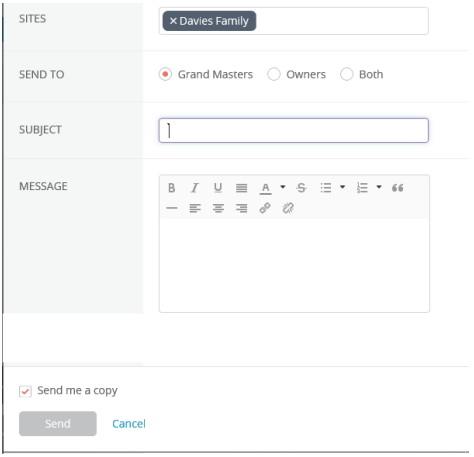
Select the checkbox of one or more employees to change the status from assigned to not assigned or vice versa.

The Lead Installer of the site (appears on the extreme right column) is the Installer whose name will be listed for the site in the Sites List, and at the top of the Site Info screen (displayed when entering a site). You can select one of the installers in the list to be the Lead Installer by moving the indicator to the right position.



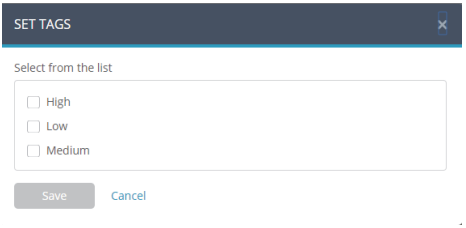
ACTION: Send Message

You can send an email message to the Grand Master or the Owner End-User of one or more sites (currently, the Grand Master and the Owner of a site have identical roles).



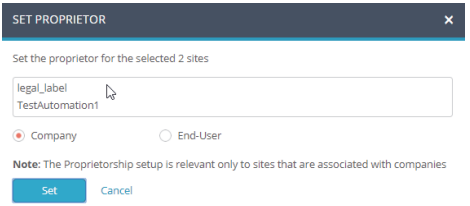
ACTION: Set Tags

Select the desired tags to be assigned to the selected sites to facilitate site filtering. Tags are selected from a list of tags that were created at the company level (see example to the right).



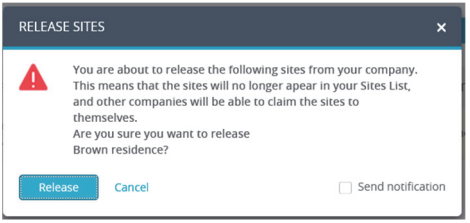
ACTION: Set Proprietor

Select "Set Proprietor" to transfer proprietorship of the site to the End-User.



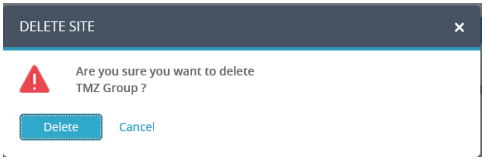
ACTION: Release

When "Release" is selected, the selected site will be released from the company and will now be a "floating" site that can be claimed by any company that has any of the Product IDs.



ACTION: Delete

Select "Delete" to delete a specific site. The site is deleted and the site's equipment (Panel, Smart Home Gateway and Cameras) remain listed in the Company's Product List.



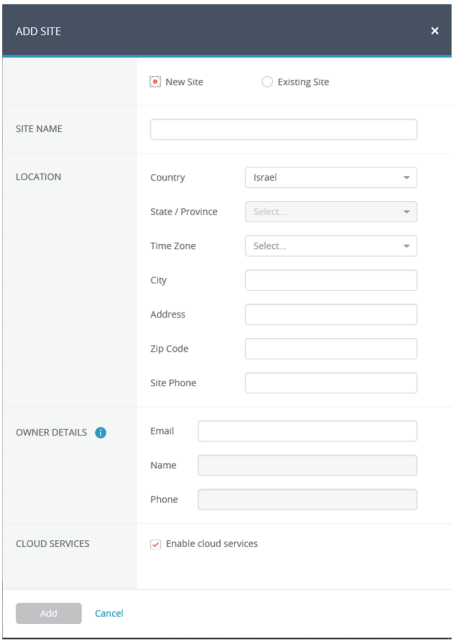
3.5 Add New Site

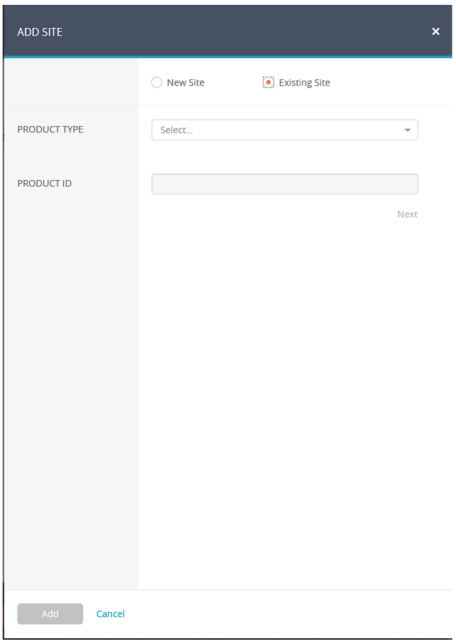
1. Click the + Add site button and select between adding a "New Site" or an "Existing Site" that is either not assigned to a company or that was previously assigned to a company but was later released and is now "floating" (not associated to a company).

NOTE: When adding a New Site, it is not required to have any products. After the site is created, you can add a Security Panel, Smart Home Gateway or Cameras.

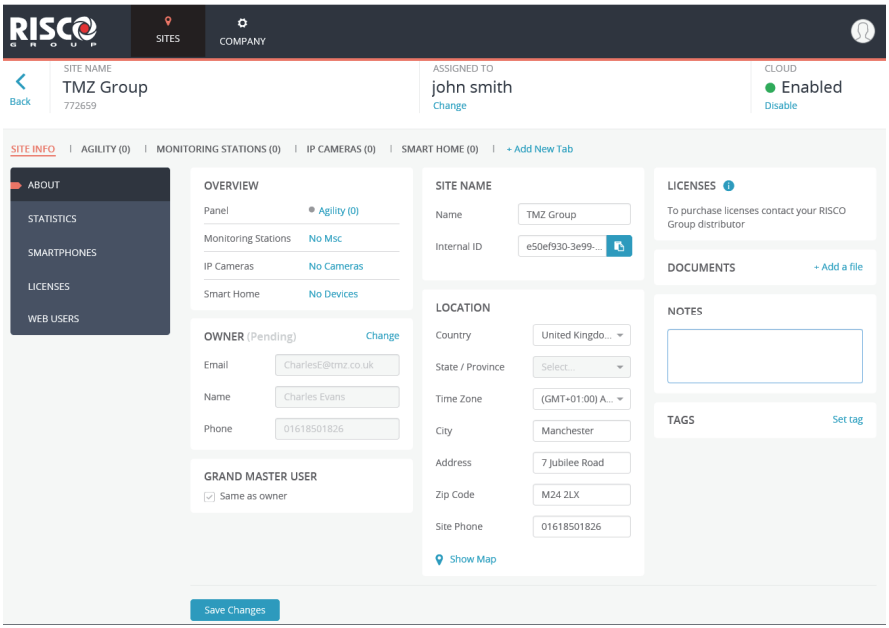
2. Enter the details in the Side Panel that opens, as follows: Site Name; Location; Owner Details (that consists of a valid email of the Owner End-User); and Cloud Services.

NOTE: When adding an existing site, you must enter a Product ID of an existing RISCO product that is already connected to the RISCO Cloud, such as, a Security Panel, a Camera or a Smart Home Gateway.





4. The Site



The Site section of the RISCO Cloud covers all the details of a single site. This section is divided into the following Sub Tabs: SITE INFO, PANEL, MONITORING STATIONS, IP CAMERAS and SMART HOME.

NOTE: When navigating, you can click the Back button, on the top left, to take you to the previous screen.

4.1 The Site Owner

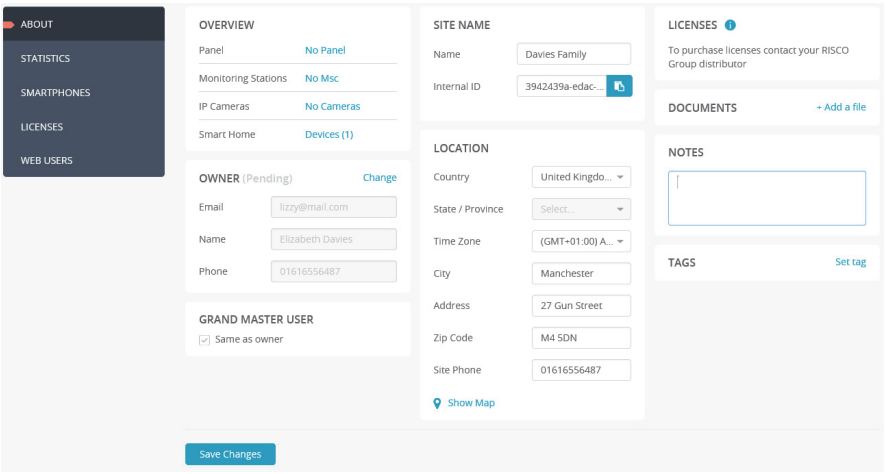
The Site Owner (in the current version of the RISCO Cloud, the Site Owner and the Grand Master have identical roles) is the site's contact for all administrative issues that are associated to the site. An End-User can be assigned as a Site Owner to one or more sites using the same End-User Account.

The End-User is invited to become a Site Owner through the Sites page (see section *3.5 Add New Site*).

4.2 Site Info

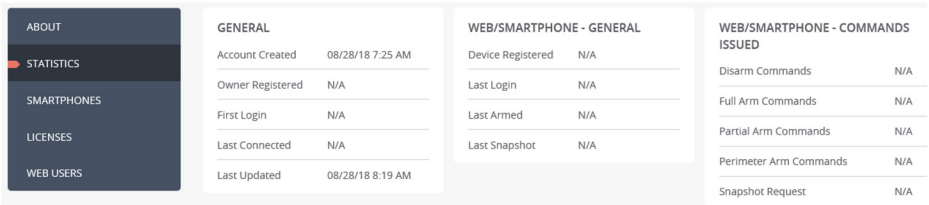
The SITE INFO Sub Tab provides the main details of the Site. By clicking on any of the blue links on the SITE INFO page, you are linked directly to the relevant Sub Tab where pertinent information is displayed and that allows you to add, view or make changes to the information presented. The SITE INFO also contains the following Side Tabs: ABOUT, STATISTICS, SMARTPHONES, LICENSES and WEB USERS.

About



The ABOUT page provides general details about the selected site, such as, the number of Control Panels registered to the Site, the Site owner's details, the Site name and Site location. By clicking on any of the blue links, a screen opens where pertinent information is displayed and allows you to add, view or make changes to the information presented.

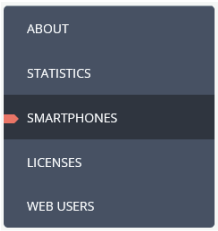
Viewing Statistics



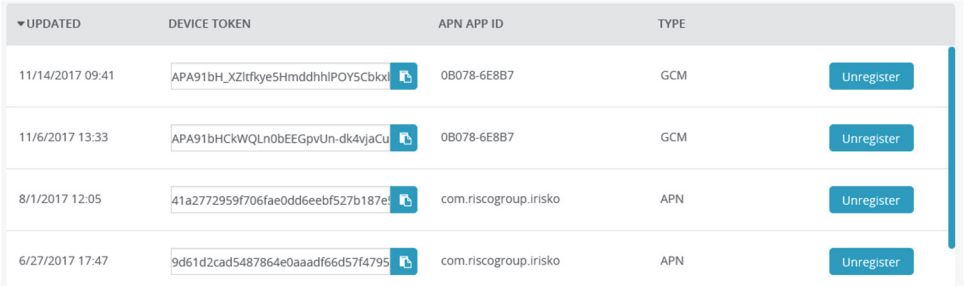
Statistics allows you to view general statistical information about the selected site and associated Web and Smartphone user.

To view Statistics, on the Sites page click a site and then click the STATISTICS Side Tab.

Viewing Smartphones



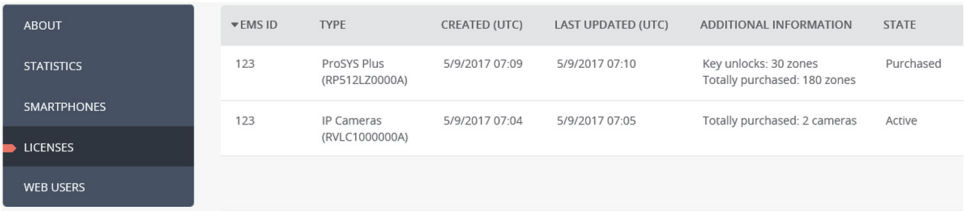
Smartphones allows you to view the list of registered Smartphone's associated to the selected site.



Every time that a new Smartphone (one that has not yet been registered to the list) is used by the End-User to log into the RISCO Cloud, the Smartphone will automatically be registered to the list.

To view Smartphones, on the Sites page click a site and then click the SMARTPHONES Side Tab.

Viewing Licenses



Licenses allow you to view information regarding the current software licenses that have been activated as well as to add additional licenses, if required.

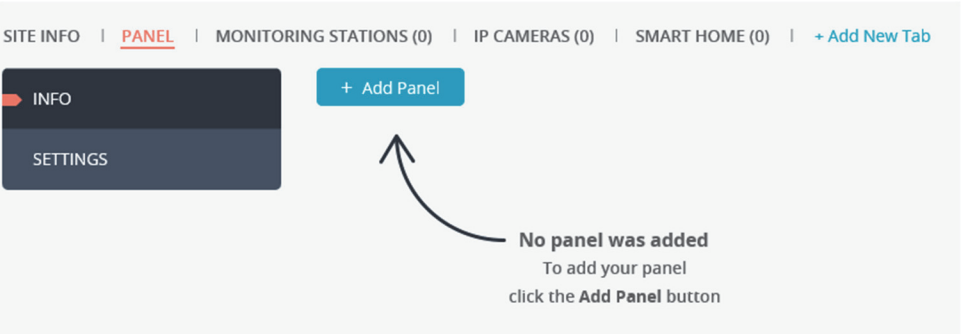
To view licenses, on the Sites page click a site and then click the LICENSES Side Tab.

Web Users

The Web Users page allows the installer to see a list of End Users that are registered to the site. Although, the Web Users page is mostly a read-only page, following the migration to the new RISCO Cloud, all End-Users must verify their account, a process that requires changing their username to a valid email address. Therefore, in the first released version of the new RISCO Cloud, the Username Field in the Web Users page will be editable to allow the Installer Admin to change the End-User's username accordingly.

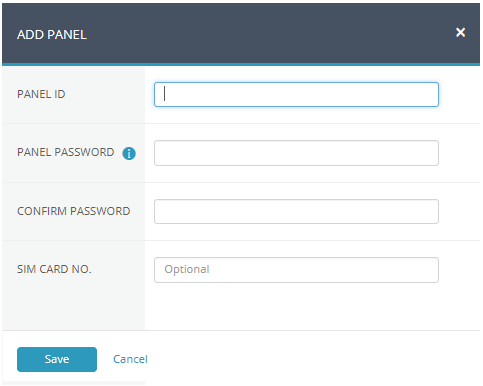
4.3 Adding a New Control Panel

1. After entering a site, click the Panel Sub Tab and then click + Add Panel.



2. The ADD PANEL Side Panel opens, where you can enter the following in the boxes:
   - Product ID of the control panel (CPID).
   - Panel Password used by the control panel for authentication when connecting to the RISCO Cloud.

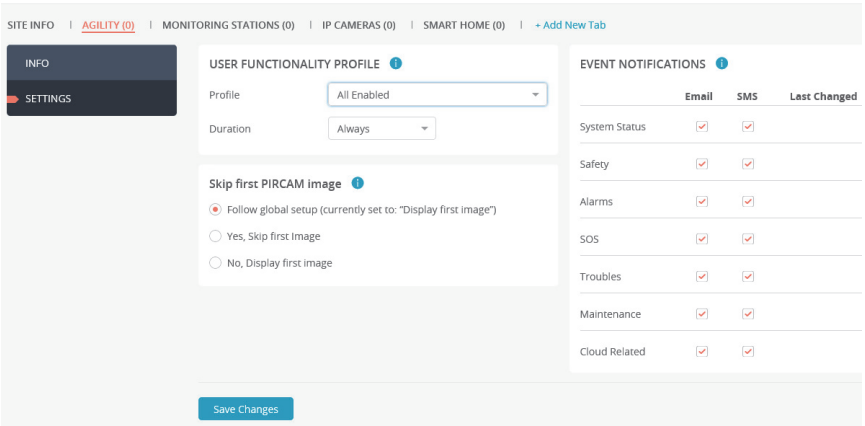
     NOTE: The Panel Password must be identical to the one entered into the panel itself, otherwise the RISCO Cloud will not be able to communicate with the panel. The default Panel Password is "AAAAAA".
   - Panel Password a second time for confirmation.
   - Panel's unique SIM Card number, if relevant.



3. Click Save.

Panel Settings

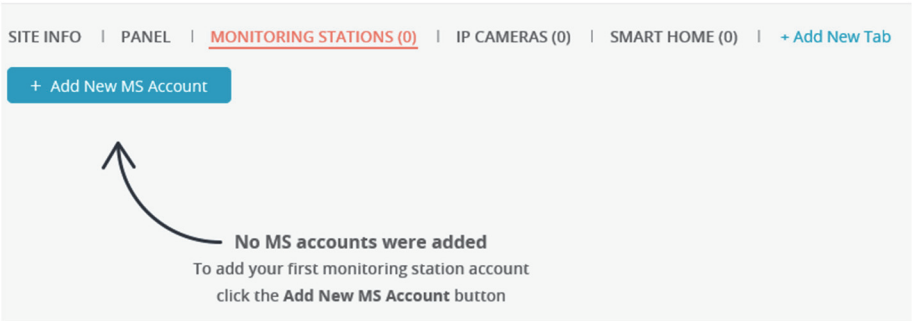
1. After adding the panel, click the SETTINGS Side Tab.



2. Under USER FUNCTIONALITY PROFILE, define the functionality profiles that will be available to the end user in their app, and set the duration of the selected profile.
3. Under Skip first PIRCAM image, define whether to skip the first PIRCAM image to assure optimized image quality (the default is "Display first image").
4. Under Event Notifications, define the notifications to be sent by Email or SMS.

4.4 Connecting the Site to Monitoring Stations

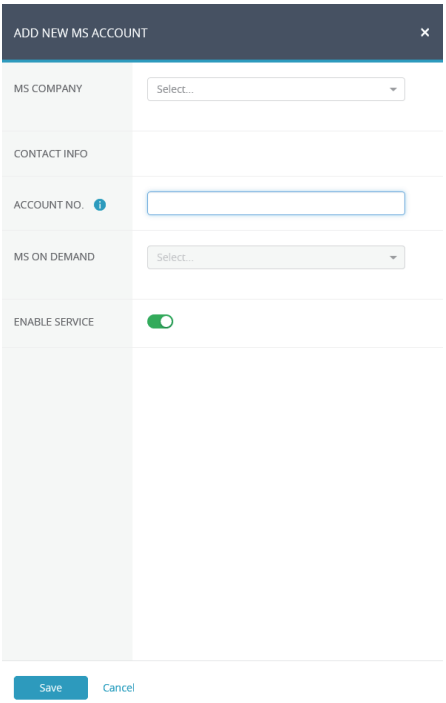
1. After entering a site, click the MONITORING STATIONS Sub Tab.



2. Click

.

3. The ADD NEW MS ACCOUNT Side Panel opens, where you can enter the following in the boxes:
   - Select an available Monitoring Station
   - For each Monitoring Station, enter the account number that was provided to you by the Monitoring Station.
   - MS ON DEMAND: Select the MS ON DEMAND to enable the option for the service provider's control panels. This allows the service provider to activate or deactivate the monitoring station option for the end user.
   - Select whether to ENABLE or DISABLE the monitoring station service.



4. Click

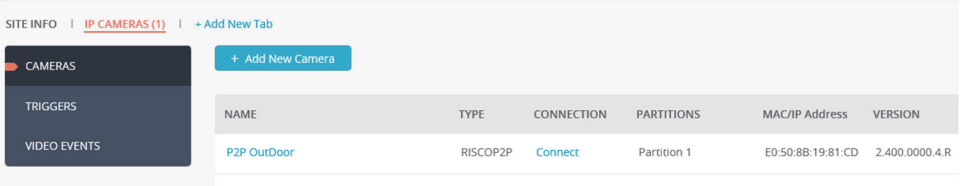
.

NOTE: The Monitoring Stations list is defined per company by the RISCO Admin.

4.5 Defining IP Cameras Settings

Adding a New Camera

1. After entering a site, click the IP CAMERAS Sub Tab.



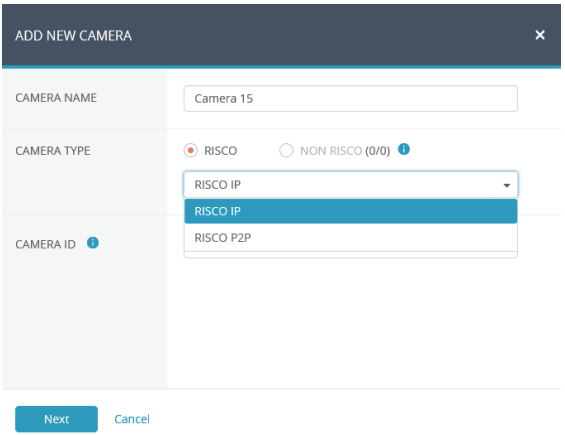
2. Click the CAMERAS side tab and then click

.
3. Enter the required information in the boxes below. When done, click

.

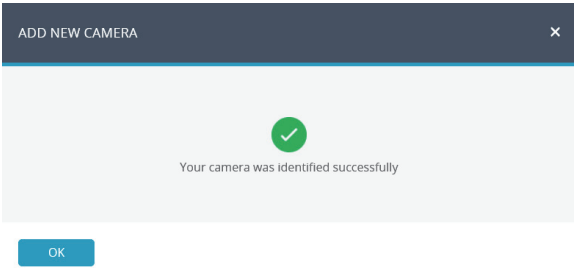
NOTES

1. The CAMERA ID must consist of 12 hexadecimal digits (0-9, A-F).
2. If you wish to define a Non RISCO (ONVIF) camera, it is necessary to purchase licenses via the HandyApp software. For detailed instructions on how to define an ONVIF camera, refer to the RISCO Cloud Installer Application manual

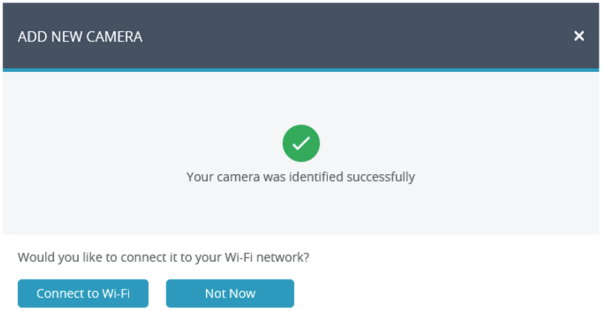


4. When the camera identification confirmation window appears, click

.



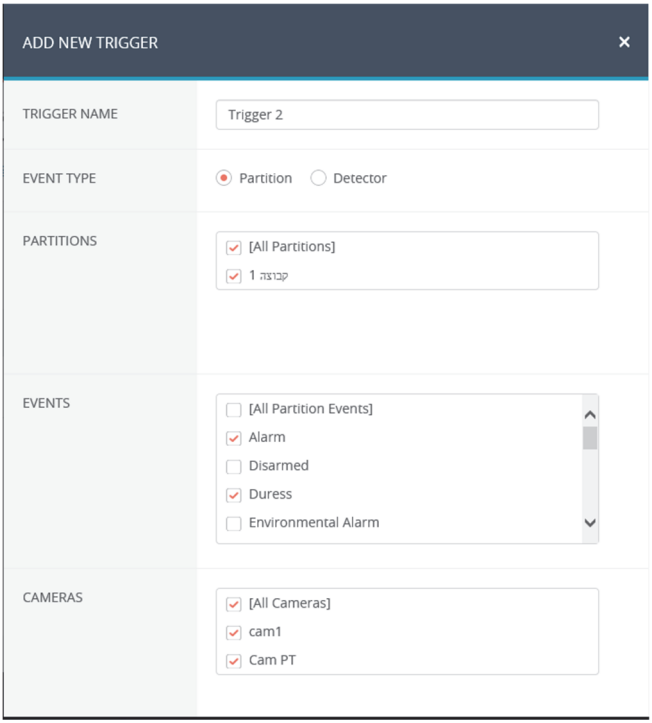
NOTE – If the IP camera supports WiFi connection, the following message will appear.



5. If you selected the "Connect to Wi-Fi" option, select a wireless network from the available list and click **Connect**.
6. Once finished, click OK.

Defining Camera Triggers

1. Click the TRIGGERS side tab and then click + Add New Trigger.



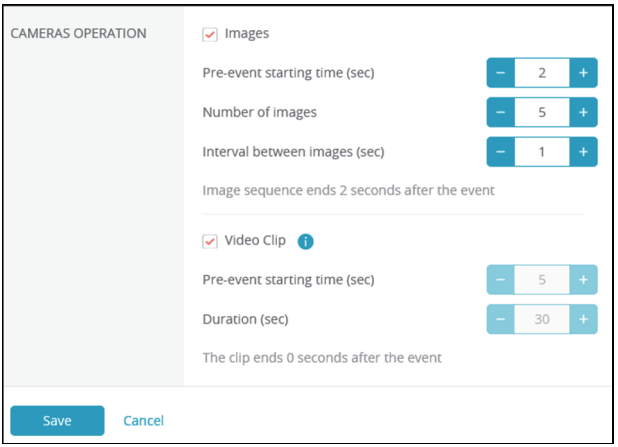
2. Define the following fields in the Add New Trigger dialog box.

Field	Description
Trigger Name	Enter a name for the camera trigger
Event Type	Select between Partition and Detector
Events	Choose the event from the list, e.g. alarm, duress, etc.
Cameras	Choose a camera from the list

Define the following fields in the Add Trigger dialog box according to the event type that you selected.

Field	Description	Event Type
Partition(s)	Select the partition(s) from the list. **NOTE** – Only partitions associated with the camera are displayed.	Partition events only
Detectors	Select the detector from the list	Detector events only

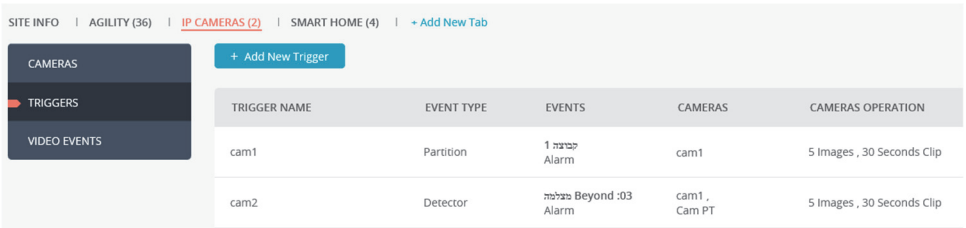
Additional fields are displayed in the Add Trigger dialog box.



Define the following image (still) and clip (video) definitions:

Field	Description
Images (still)	**Pre-event starting time (sec)** – time, before the actual event occurred, to start displaying still images. **Number of images** – number of still images to display. **Interval between images (sec)** – time required between each still image.
Video Clip	**Pre-event starting time (sec)** – time, before the actual event occurred, to start displaying video clip. **Duration (sec)** – total duration of the video clip **NOTE** – These fields are currently locked and the default parameters cannot be changed.

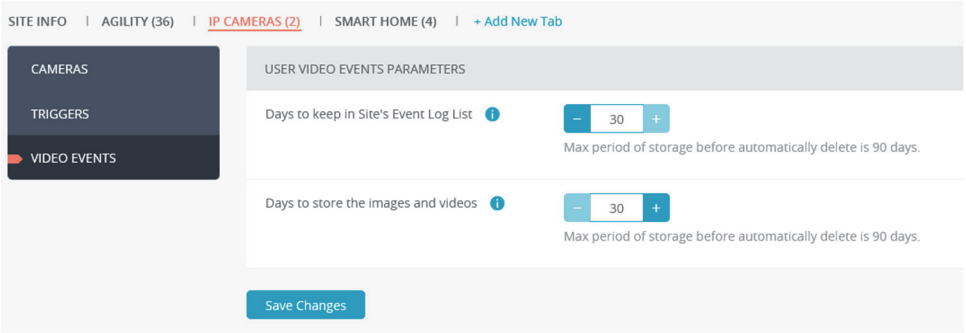
3. Once finished, click Save. The defined camera trigger is displayed in the Camera Triggers List.



IMPORTANT – No two camera triggers can be defined as identical. If a camera trigger is duplicated, the event, camera or both definitions must be changed.

Defining Video Events

1. Click the VIDEO EVENTS side tab.



2. Select the number of days (from 1 to 30) to keep the video event in the Site's Event Log list and to store the images and videos.
3. Click Save Changes

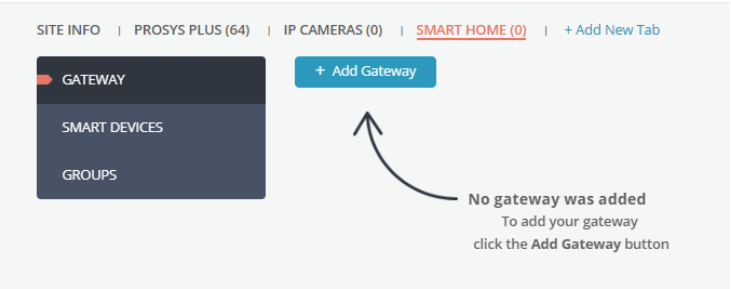
NOTE: After 90 days, the events are automatically deleted from the Event Log list.

4.6 Defining Smart Home Settings

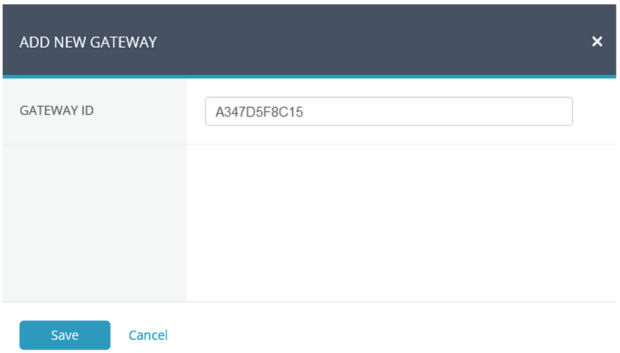
Connect and prepare the Home Automation system for configuration and operation (refer to the Smart Home Gateway Quick Installer Guide).

Adding a New Gateway

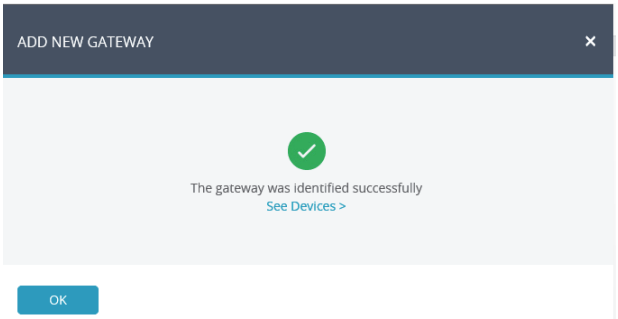
1. On the Sites page, click the Smart Home Sub Tab, then click the Gateway Side Tab and then click + Add Gateway.



2. Enter the MAC address of the Home Automation unit and then click Save.

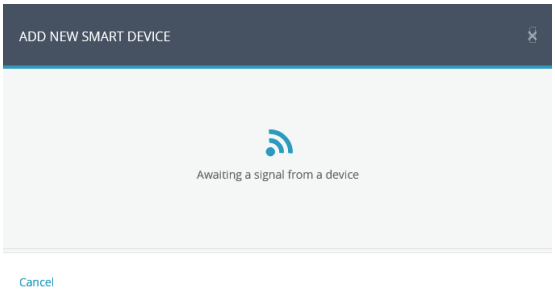


3. Click OK; the gateway is now added to the RISCO Cloud.



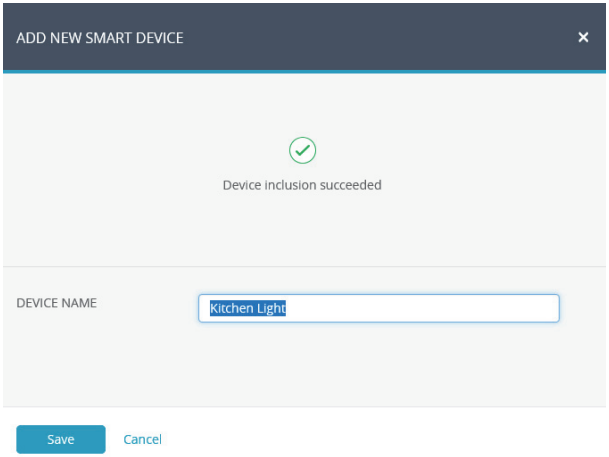
Adding a Smart Device

1. On the Sites page, click the Smart Home Sub Tab, then click the Smart Devices Side Tab and then click + Add Device.
2. When the following screen appears, enter the device into "Inclusion" mode, according to the device Installation Instructions.



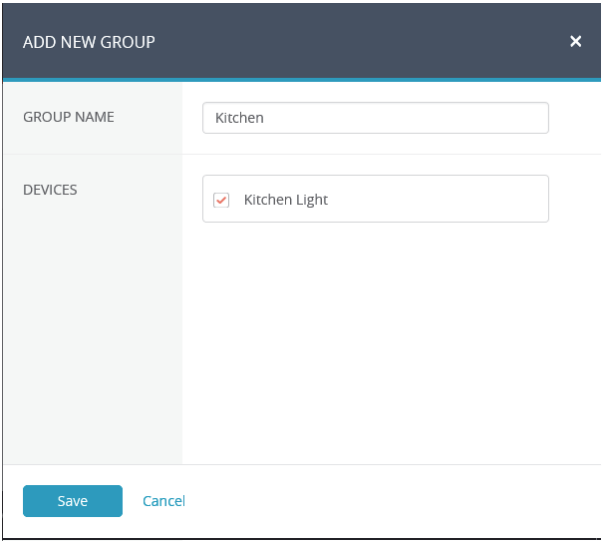
NOTE – The Smart Home Gateway will wait for 45 seconds to receive a "Registration" signal from the Smart Device before timeout.

3. In the **Device Name** field, enter a name for the device that best describes its function and/or location and then click Save.



Adding a Group of Devices

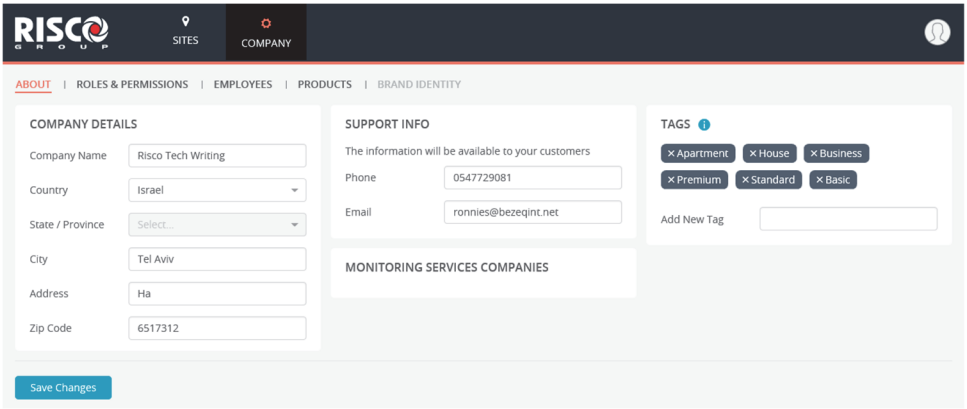
1. On the Sites page, click the Smart Home Sub Tab, then click the Groups Side Tab and then click + Add Group.
2. In the **Group Name** field, enter the name of the devices group.



3. Under **Devices**, select the devices to be included in the group and then click Save.

5. Company

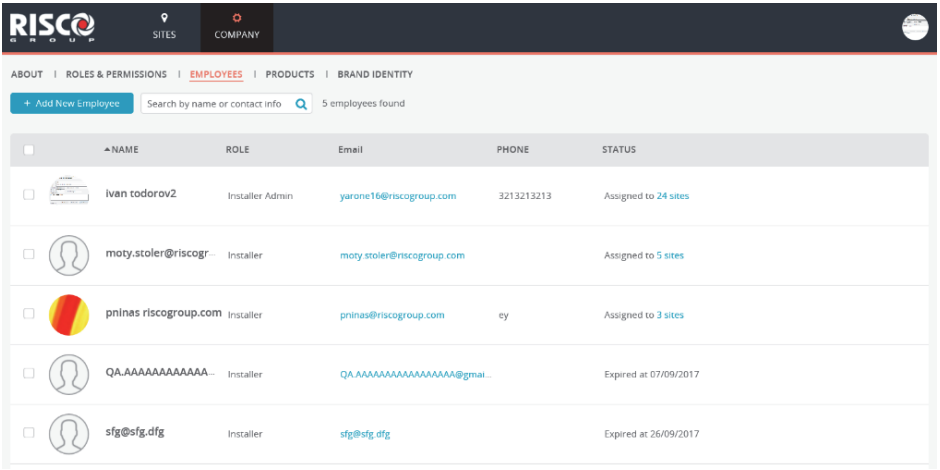
The COMPANY main tab allows the Installer Admin to manage company related details, configurations and setups, such as, Company Name, Service Contact information and Monitoring Station assignments. The Company is created by default when the Installer Admin account is created.
In addition, the Installer Admin can create tags to facilitate filtering of the Sites List and to effectively manage companies. For example, the Installer Admin may want to create tags for a site according to “House, “Apartment” and “Business”, and also, “Premium, “Standard” and “Basic” and then filter the Sites List to display any combination of these tags.



5.1 Employees Page

The Installer Admin can manage all the employees through the Employees page that lists all of the company’s employees, their assigned roles, the employee’s contact details and the number of sites assigned to each employee. In addition, the Installer Admin can add/delete employees to/from the list or send a message to one or more employees.

To manage employees, click the COMPANY main tab and then click the EMPLOYEES Sub Tab.



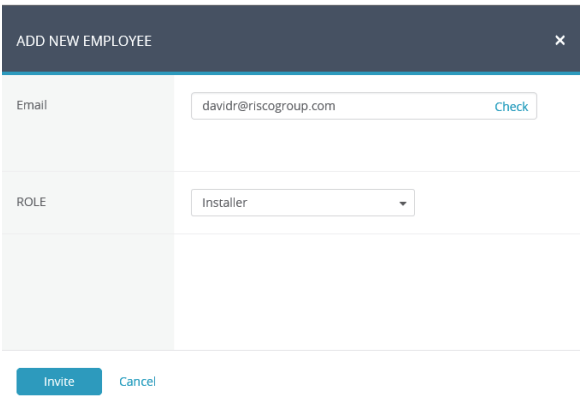
New Employee Invitation

1. Click + Add New Employee and in the Email box, enter the email of the invited employee and then click the Check button.

NOTE: The Check button verifies that the email is in a valid format and that it is not used as an email of another employee in the RISCO Cloud.

2. In the Role box, select the role that will be assigned to the employee and then click Invite.

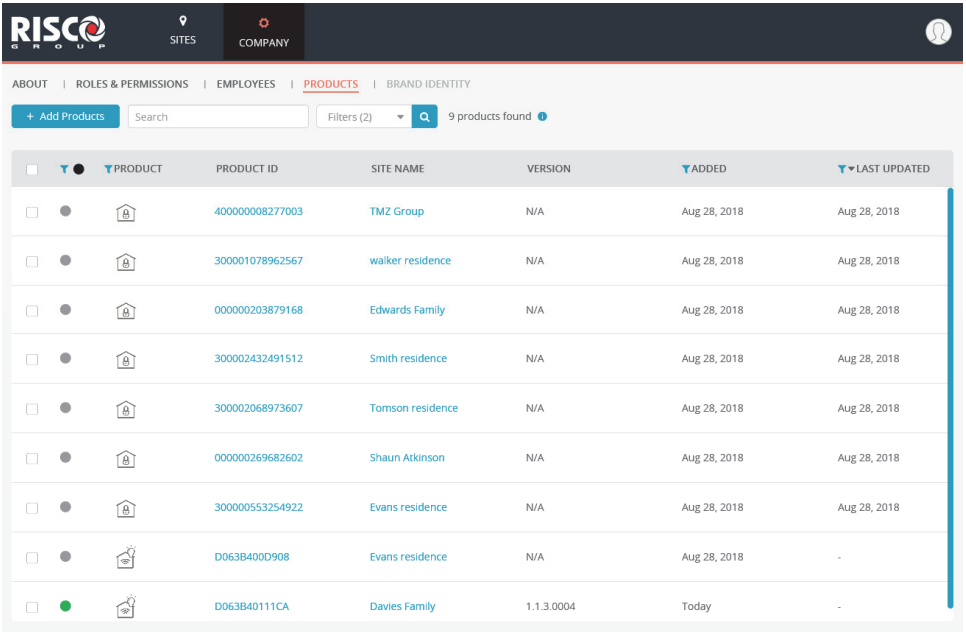
NOTE: Currently, only the "Installer" role is available to the employees.



An email will be sent to the invited employee who will have up to seven days to accept the invitation. Once the invited employee clicks on the confirmation link in the received email, the Create New Account page will open for the new employee to complete the registration.

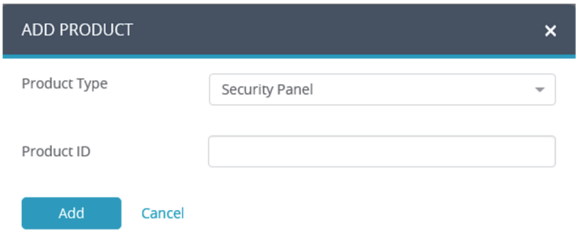
5.2 Products Page

The products page presents a list of all products that are associated with the company. Products enables the installer to associate devices to the company by entering the Product ID or by importing the Product ID from an .xls file. By clicking on selected check boxes, the installer can release products so that they are “floating” and not associated to the company.



Adding a Product

1. Click the + Add Products button.



2. For Product Type, select between Security Panel, Smart Home Gateway and Cameras.
3. Enter the associated Product ID and click the Add button.

Contacting RISCO Group

RISCO Group is committed to customer service and product support. You can contact us through our website (www.riscogroup.com) or at the following telephone and fax numbers:

United Kingdom
Tel: +44-(0)-161-655-5500
support-uk@riscogroup.com

Belgium (Benelux)
Tel: +32-2522-7622
support-be@riscogroup.com

France
Tel: +33-164-73-28-50
support-fr@riscogroup.com

Italy
Tel: +39-02-66590054
support-it@riscogroup.com

USA
Tel: +1-631-719-4400
support-usa@riscogroup.com

Israel
Tel: +972-3-963-7777
support@riscogroup.com

Spain
Tel: +34-91-490-2133
support-es@riscogroup.com

China (Shanghai)
Tel: +86-21-52-39-0066
support-cn@riscogroup.com

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