

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 screenshot displays the RISCO Cloud web application interface. At the top, there is a navigation bar with the RISCO Group logo, 'SITES', and 'COMPANY' tabs, along with a user profile icon. Below the navigation bar, the main content area is divided into several sections:

- Site Information:** Shows 'SITE NAME' as 'TMZ Group' with ID '772659'. It also indicates the user is 'ASSIGNED TO' 'john smith' and the 'CLOUD' status is 'Enabled'.
- Overview:** A summary of site details including 'Panel' (Agility 0), 'Monitoring Stations' (No Msc), 'IP Cameras' (No Cameras), and 'Smart Home' (No Devices).
- Owner:** Details for the 'OWNER (Pending)' including 'Email' (CharlesE@tmz.co.uk), 'Name' (Charles Evans), and 'Phone' (01618501826). There is a 'Change' link and a 'GRAND MASTER USER' checkbox (checked).
- Location:** Fields for 'Country' (United Kingdom), 'State / Province' (Select...), 'Time Zone' (GMT+01:00 A...), 'City' (Manchester), 'Address' (7 Jubilee Road), 'Zip Code' (M24 2LX), and 'Site Phone' (01618501826). A 'Show Map' link is also present.
- Licenses:** A section with a 'LICENCES' icon and a note: 'To purchase licenses contact your RISCO Group distributor'.
- Documents:** A section with a 'DOCUMENTS' icon and a '+ Add a file' link.
- Notes:** A section with a 'NOTES' icon and a text input field.
- Tags:** A section with a 'TAGS' icon and a 'Set tag' link.

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

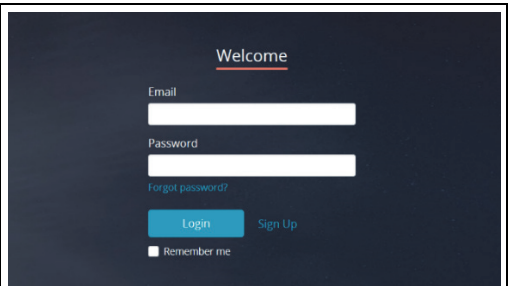
The RISCO Cloud is comprised of the following entities:

- **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.



The screenshot shows a dark-themed login and sign-up interface. At the top, the word "Welcome" is displayed in a light blue font. Below it, there are two white input fields: "Email" and "Password". A link for "Forgot password?" is positioned below the password field. At the bottom, there are two buttons: a blue "Login" button and a light blue "Sign Up" button. A checkbox labeled "Remember me" is located below the buttons.

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.

The screenshot shows a registration form titled "Create New Account" on a dark background. It features several input fields: "First Name", "Last Name", "Country" (a dropdown menu), "Email", "Password", and "Retype password". At the bottom, there are two buttons: "Continue" in blue and "Escape" in white.

This screenshot shows the lower portion of the "Create New Account" form. It includes a section titled "Staying in Touch" with a paragraph of text and a link to the "Privacy Policy". Below this is a question: "Please select one of the following options:" followed by two radio button options. The first option is selected. Below that is another section titled "How We Use Your Data" with a checked checkbox and a paragraph of text. At the bottom, there are two buttons: "Register" in blue and "Back" in white.

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.

The screenshot shows a login page titled "Welcome" on a dark background. It has two input fields for "Email" and "Password". Below the password field is a link for "Forgot password?". At the bottom, there are two buttons: "Login" in blue and "Sign Up" in white. Below the buttons is a checkbox labeled "Remember me".

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).

<input type="checkbox"/>	●	SITE NAME	ADDRESS	GRAND MASTER	▼ DEVICES	▼ ASSIGNED TO	▼ TAGS	▼ UPDATED
<input type="checkbox"/>	●	TMZ Group 772659	7 Jubilee Road Manchester, United K...	Charles Evans 01618501826	● Agility	john smith		Aug 28, 2018
<input type="checkbox"/>	●	Davies Family 772658	27 Gun Street Manchester, United K...	Elizabeth Davies 01616556487		john smith		Aug 28, 2018
<input type="checkbox"/>	●	walker residence 772657	29 Overbridge Road Salford, United Kingd...	Robert Walker 016198732145	● Agility	john smith		Aug 28, 2018
<input type="checkbox"/>	●	Edwards Family 772656	20 Lord Street Manchester, United K...	Jack Edwards 01614712589	● Agility	john smith		Aug 28, 2018
<input type="checkbox"/>	●	Taylor home 772655	10 Hood Street Manchester, United K...	Jane Taylor 01616541289		john smith		Aug 28, 2018
<input type="checkbox"/>	●	Tomson residence 772654	49 Fairy Lane Manchester, United K...	Mark Tomson 01616547532	● Agility	john smith		Aug 28, 2018
<input type="checkbox"/>	●	Riley Family 772653	29 Pegasus Square Salford, United Kingd...	Sharon Riley 016165874123		john smith		Aug 28, 2018
<input type="checkbox"/>	●	Smith residence 772652	1 Park Place Manchester, United K...	Allison Smith 01616581475	● Agility	john smith		Aug 28, 2018
<input type="checkbox"/>	●	Shaun Atkinson 772651	5 Damask Ave Salford, United Kingd...	Shaun Atkinson 016163214569	● Agility	john smith		Aug 28, 2018

3.1 Sorting, Filtering, Searching and Selecting

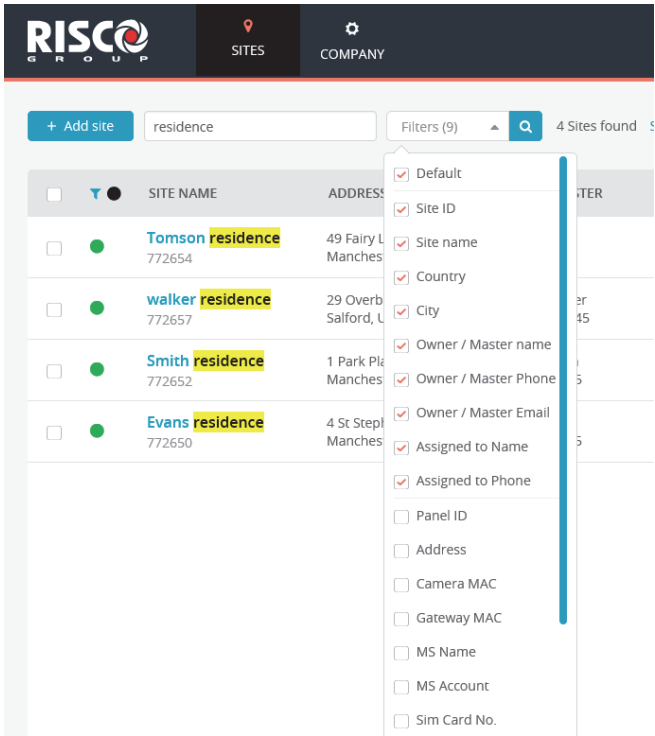
The Sites List, like any other list in the RISCO Cloud application, can be narrowed down using simple data management tools, such as, SORT, FILTER and Smart Search. Once the list is narrowed and put in order, the desired sites in the list can be selected and acted upon using ACTIONS.

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.

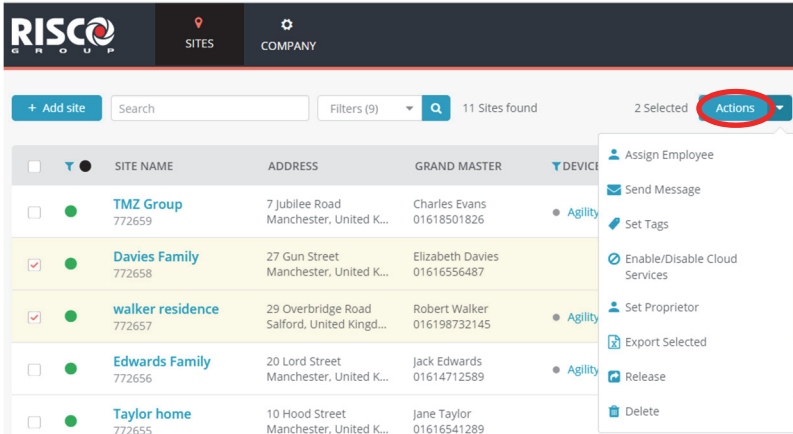


3.3 Tags

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.

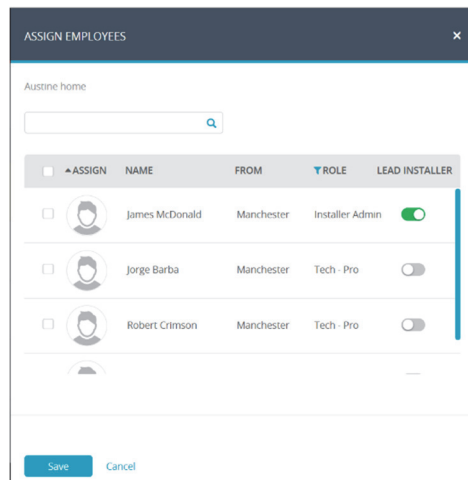
The most common Actions are described below.

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.

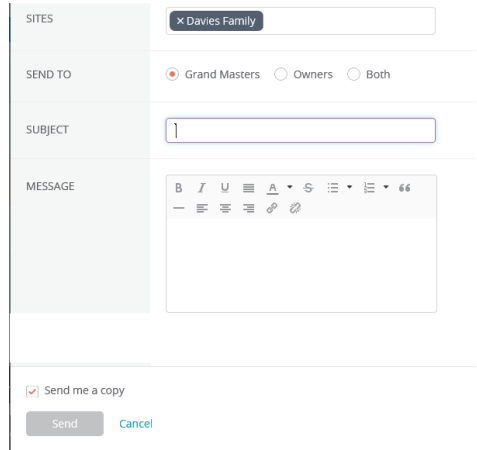
Select the checkbox of one or more employees to change the status from assigned to not assigned or vice versa.

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

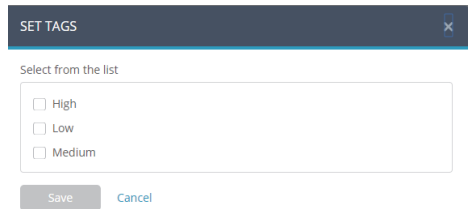
You can send an email message to the Grand Master or the Owner End-User of one or more sites (currently, the Grand Master and the Owner of a site have identical roles).



The 'Send Message' dialog box is divided into four main sections: 'SITES', 'SEND TO', 'SUBJECT', and 'MESSAGE'. The 'SITES' section shows a dropdown menu with 'Davies Family' selected. The 'SEND TO' section has three radio buttons: 'Grand Masters' (selected), 'Owners', and 'Both'. The 'SUBJECT' section has a text input field containing the letter 'I'. The 'MESSAGE' section features a rich text editor with various formatting options like bold, italic, underline, and text color. At the bottom, there is a checkbox for 'Send me a copy' which is checked, and two buttons: 'Send' and 'Cancel'.

ACTION: Set Tags

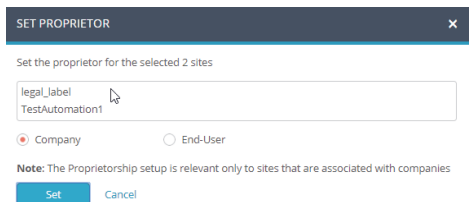
Select the desired tags to be assigned to the selected sites to facilitate site filtering. Tags are selected from a list of tags that were created at the company level (see example to the right).



The 'SET TAGS' dialog box has a title bar with a close button. Below the title bar, it says 'Select from the list' and shows a list of three tags: 'High', 'Low', and 'Medium', each with an unchecked checkbox. At the bottom, there are 'Save' and 'Cancel' buttons.

ACTION: Set Proprietor

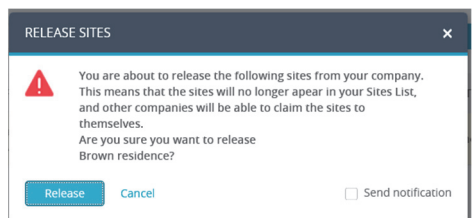
Select "Set Proprietor" to transfer proprietorship of the site to the End-User.



The 'SET PROPRIETOR' dialog box has a title bar with a close button. Below the title bar, it says 'Set the proprietor for the selected 2 sites'. There is a text input field containing 'legal_label' and 'TestAutomation1'. Below the input field, there are two radio buttons: 'Company' (selected) and 'End-User'. A note below reads: 'Note: The Proprietorship setup is relevant only to sites that are associated with companies'. At the bottom, there are 'Set' and 'Cancel' buttons.

ACTION: Release

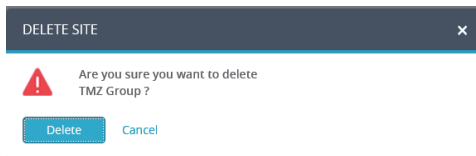
When "Release" is selected, the selected site will be released from the company and will now be a "floating" site that can be claimed by any company that has any of the Product IDs.




The 'RELEASE SITES' dialog box has a title bar with a close button. Below the title bar, there is a warning icon (a red triangle with an exclamation mark) and a message: 'You are about to release the following sites from your company. This means that the sites will no longer appear in your Sites List, and other companies will be able to claim the sites to themselves. Are you sure you want to release Brown residence?'. At the bottom, there are 'Release' and 'Cancel' buttons, and a checkbox for 'Send notification' which is unchecked.

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  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.

A light-themed form titled "ADD SITE" with a close button (X) in the top right corner. At the top, there are two radio buttons: "New Site" (selected) and "Existing Site". The form is divided into sections: "SITE NAME" with a text input field; "LOCATION" with fields for Country (dropdown menu showing "Israel"), State / Province (dropdown menu showing "Select..."), Time Zone (dropdown menu showing "Select..."), City, Address, Zip Code, and Site Phone; "OWNER DETAILS" with fields for Email, Name, and Phone; and "CLOUD SERVICES" with a checked checkbox for "Enable cloud services". At the bottom, there are "Add" and "Cancel" buttons.A light-themed form titled "ADD SITE" with a close button (X) in the top right corner. At the top, there are two radio buttons: "New Site" and "Existing Site" (selected). The form is divided into sections: "PRODUCT TYPE" with a dropdown menu showing "Select..."; "PRODUCT ID" with a text input field and a "Next" button to its right; and "CLOUD SERVICES" with a checked checkbox for "Enable cloud services". At the bottom, there are "Add" and "Cancel" buttons.

4. The Site

The screenshot displays the RISCO Cloud interface for configuring a site. At the top, the RISCO logo is on the left, and navigation tabs for 'SITES' and 'COMPANY' are in the center. The main header shows the site name 'TMZ Group' (ID: 772659) and the assigned user 'john smith'. A 'Back' button is on the left, and a 'Cloud Enabled' status is on the right. Below the header, a navigation bar includes 'SITE INFO', 'AGILITY (0)', 'MONITORING STATIONS (0)', 'IP CAMERAS (0)', 'SMART HOME (0)', and '+ Add New Tab'. A sidebar on the left lists menu items: ABOUT, STATISTICS, SMARTPHONES, LICENSES, and WEB USERS. The main content area is divided into several sections: 'OVERVIEW' with a radio button for 'Agility (0)'; 'SITE NAME' with input fields for Name ('TMZ Group') and Internal ID ('e50ef930-3e99...'); 'LOCATION' with dropdowns for Country ('United Kingdo...'), State / Province ('Select...'), and Time Zone ('(GMT+01:00) A...'), and text inputs for City ('Manchester'), Address ('7 Jubilee Road'), Zip Code ('M24 2LX'), and Site Phone ('01618501826'); 'OWNER (Pending)' with input fields for Email ('CharlesE@tmz.co.uk'), Name ('Charles Evans'), and Phone ('01618501826'); 'GRAND MASTER USER' with a checked checkbox 'Same as owner'; 'LICENSES' with a status of 'Enabled' and a note to contact the distributor; 'DOCUMENTS' with a '+ Add a file' link; and 'NOTES' with an empty text area and a 'Set tag' link. A 'Show Map' button is located below the location section. A 'Save Changes' button is at the bottom center.

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

ABOUT

STATISTICS

SMARTPHONES

LICENSES

WEB USERS

OVERVIEW

Panel [No Panel](#)

Monitoring Stations [No Msc](#)

IP Cameras [No Cameras](#)

Smart Home [Devices \(1\)](#)

OWNER (Pending) [Change](#)

Email

Name

Phone

GRAND MASTER USER

Same as owner

SITE NAME

Name

Internal ID

LOCATION

Country

State / Province

Time Zone

City

Address

Zip Code

Site Phone

[Show Map](#)

LICENSES ⓘ

To purchase licenses contact your RISCO Group distributor

DOCUMENTS [+ Add a file](#)

NOTES

TAGS [Set tag](#)

[Save Changes](#)

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

ABOUT

STATISTICS

SMARTPHONES

LICENSES

WEB USERS

GENERAL

Account Created	08/28/18 7:25 AM
Owner Registered	N/A
First Login	N/A
Last Connected	N/A
Last Updated	08/28/18 8:19 AM

WEB/SMARTPHONE - GENERAL

Device Registered	N/A
Last Login	N/A
Last Armed	N/A
Last Snapshot	N/A

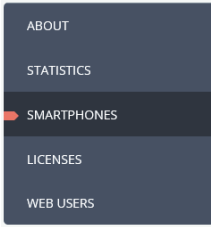
WEB/SMARTPHONE - COMMANDS ISSUED

Disarm Commands	N/A
Full Arm Commands	N/A
Partial Arm Commands	N/A
Perimeter Arm Commands	N/A
Snapshot Request	N/A

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



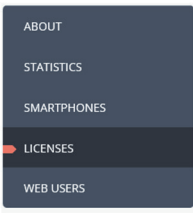
Smartphones allows you to view the list of registered Smartphone's associated to the selected site.

▼UPDATED	DEVICE TOKEN	APN APP ID	TYPE	
11/14/2017 09:41	APA91bH_XZlftkye5HmddhhlPOY5Cbkl	0B078-6E8B7	GCM	Unregister
11/6/2017 13:33	APA91bHCKWQLn0bEEGpvUn-dk4vjaCu	0B078-6E8B7	GCM	Unregister
8/1/2017 12:05	41a2772959f706fae0dd6eebf527b187e	com.riscogroup.irisko	APN	Unregister
6/27/2017 17:47	9d61d2cad5487864e0aaadf66d57f4795	com.riscogroup.irisko	APN	Unregister

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



▼EMS ID	TYPE	CREATED (UTC)	LAST UPDATED (UTC)	ADDITIONAL INFORMATION	STATE
123	ProSYS Plus (RP512LZ0000A)	5/9/2017 07:09	5/9/2017 07:10	Key unlocks: 30 zones Totally purchased: 180 zones	Purchased
123	IP Cameras (RVLIC1000000A)	5/9/2017 07:04	5/9/2017 07:05	Totally purchased: 2 cameras	Active

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

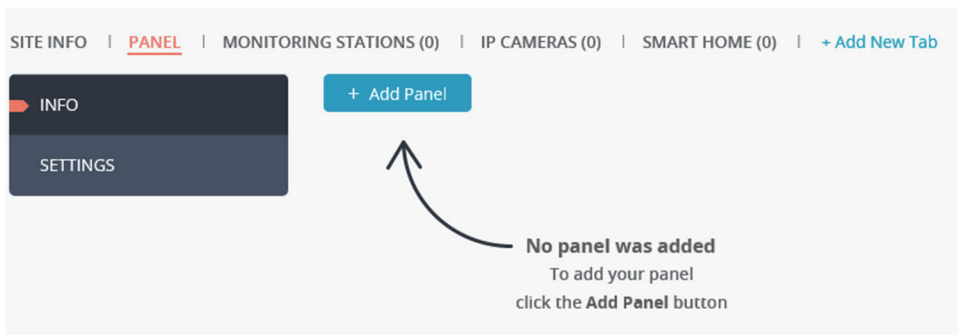
The Web Users page allows the installer to see a list of End Users that are registered to the site. Although, the Web Users page is mostly a read-only page, following the migration to the new RISCO Cloud, all End-Users must verify their account, a process that requires changing their username to a valid 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.



←VERIFIED	USER NAME	NAME	PHONE	TYPE	LAST UPDATED
No	grand1234	grand1234	-	Owner/GM	Jun 14, 2018

4.3 Adding a New Control Panel

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



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.

ADD PANEL [X]

PANEL ID:

PANEL PASSWORD ⓘ:

CONFIRM PASSWORD:

SIM CARD NO.:

[Save] [Cancel]

3. Click .

Panel Settings

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

SITE INFO | **AGILITY (0)** | MONITORING STATIONS (0) | IP CAMERAS (0) | SMART HOME (0) | + Add New Tab

INFO

SETTINGS

USER FUNCTIONALITY PROFILE ⓘ

Profile:

Duration:

Skip first PIRCAM image ⓘ

Follow global setup (currently set to: "Display first image")

Yes, Skip first image

No, Display first image

[Save Changes]

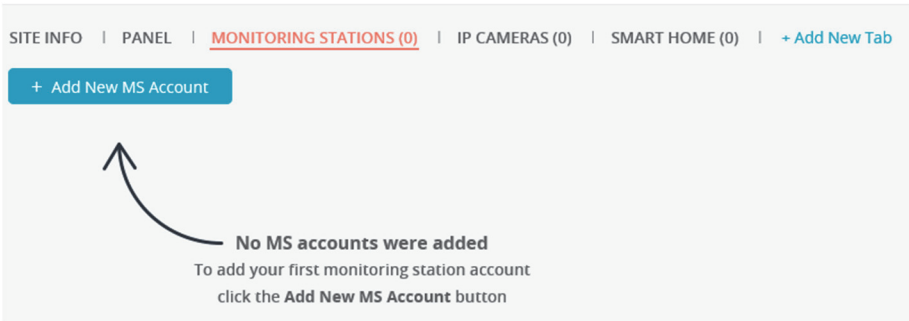
EVENT NOTIFICATIONS ⓘ


	Email	SMS	Last Changed
System Status	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Safety	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Alarms	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
SOS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Troubles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Cloud Related	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

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.

The screenshot shows the 'ADD NEW MS ACCOUNT' form with the following fields and controls:

- MS COMPANY: Select... (dropdown menu)
- CONTACT INFO: (empty field)
- ACCOUNT NO.: (text input field)
- MS ON DEMAND: Select... (dropdown menu)
- ENABLE SERVICE:

At the bottom of the form are two buttons: 'Save' and 'Cancel'.

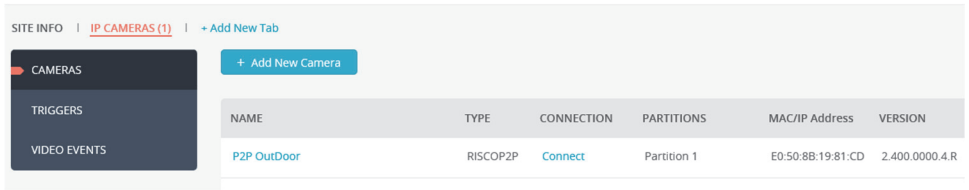
4. Click .



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

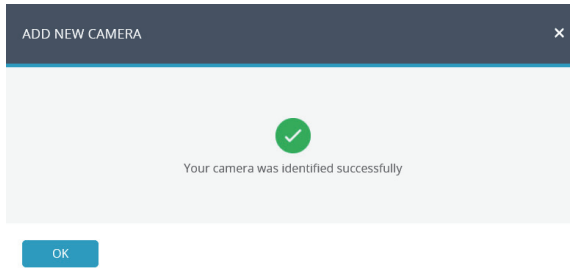
1. The CAMERA ID must consist of 12 hexadecimal digits (0-9, A-F).
2. If you wish to define a Non RISCO (ONVIF) camera, it is necessary to purchase licenses via the HandyApp software. For detailed instructions on how to define an ONVIF camera, refer to the RISCO Cloud Installer Application manual

The 'ADD NEW CAMERA' dialog box contains the following fields and options:

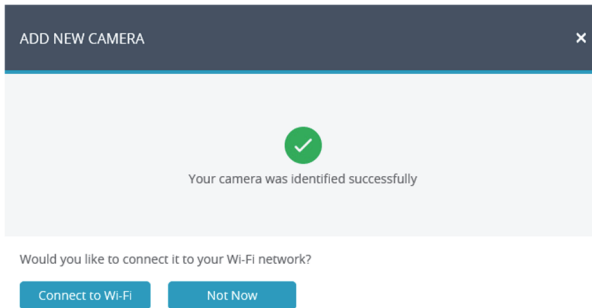
- CAMERA NAME:** A text input field containing 'Camera 15'.
- CAMERA TYPE:** Radio buttons for 'RISCO' (selected) and 'NON RISCO (0/0)'. Below is a dropdown menu with 'RISCO IP' selected.
- CAMERA ID:** A text input field with a blue information icon.


At the bottom, there are 'Next' and 'Cancel' buttons.

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  .

Defining Camera Triggers

1. Click the TRIGGERS side tab and then click  .

ADD NEW TRIGGER
✕

TRIGGER NAME

Trigger 2

EVENT TYPE

Partition Detector

PARTITIONS

[All Partitions]
 1 קבוצה

EVENTS

[All Partition Events]
 Alarm
 Disarmed
 Duress
 Environmental Alarm

CAMERAS

[All Cameras]
 cam1
 Cam PT

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

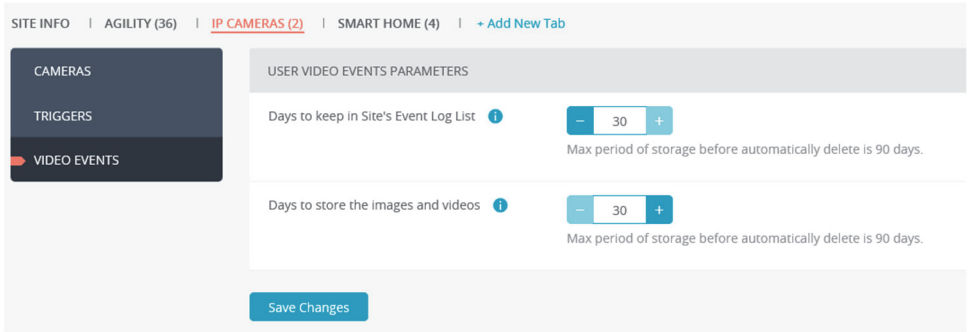
3. Once finished, click . The defined camera trigger is displayed in the Camera Triggers List.

TRIGGER NAME	EVENT TYPE	EVENTS	CAMERAS	CAMERAS OPERATION
cam1	Partition	1 קניצה Alarm	cam1	5 Images , 30 Seconds Clip
cam2	Detector	סגולה Beyond :03 Alarm	cam1 , Cam PT	5 Images , 30 Seconds Clip

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 

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).

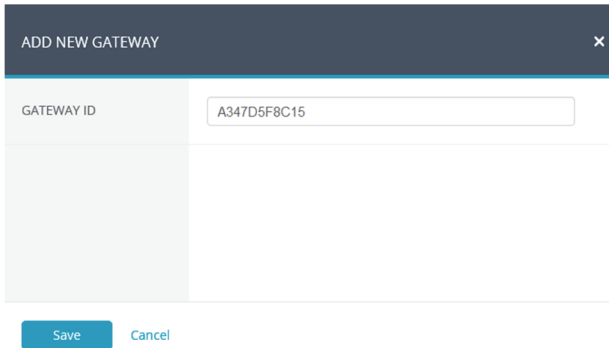
Adding a New Gateway

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



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

Save

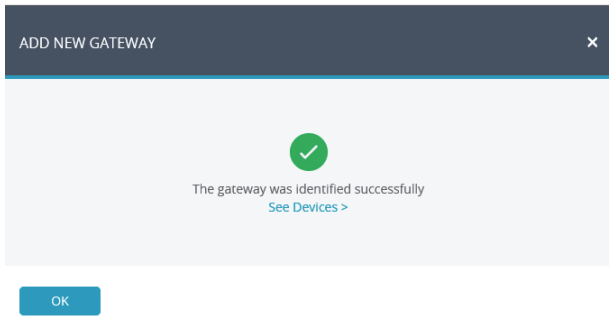


ADD NEW GATEWAY

GATEWAY ID A347D5F8C15

Save Cancel

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



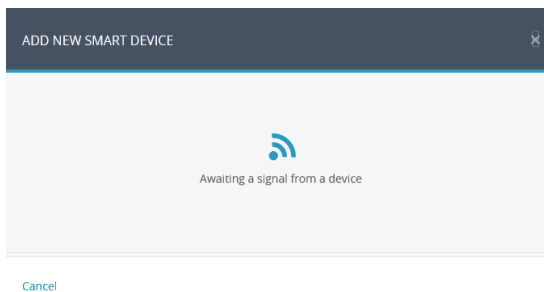
ADD NEW GATEWAY

The gateway was identified successfully
[See Devices >](#)

OK

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.



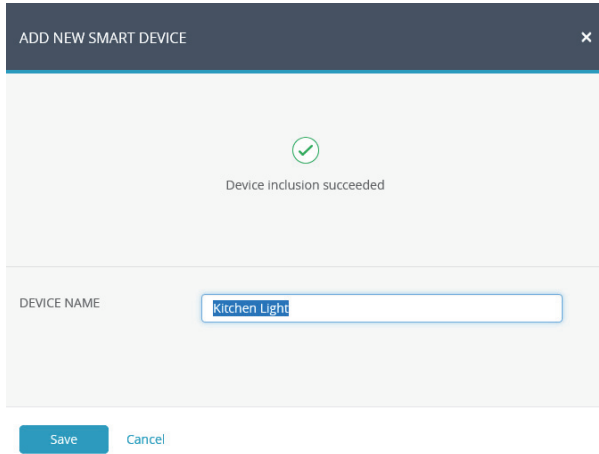
ADD NEW SMART DEVICE

Awaiting a signal from a device

Cancel

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 .




ADD NEW SMART DEVICE

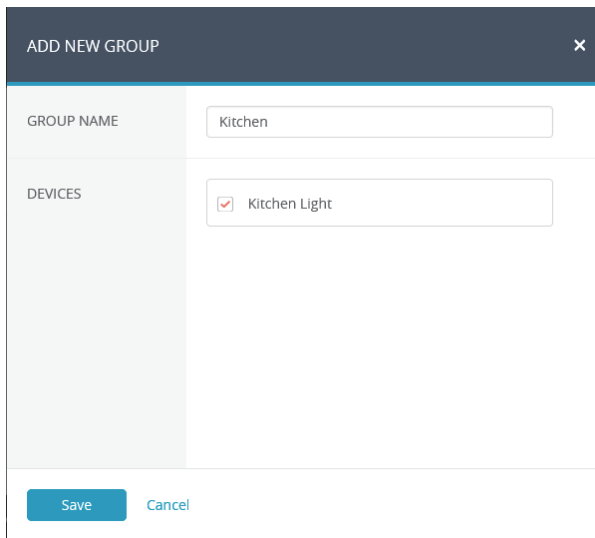
Device inclusion succeeded

DEVICE NAME

Save Cancel

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 .
2. In the **Group Name** field, enter the name of the devices group.




ADD NEW GROUP

GROUP NAME

DEVICES Kitchen Light

Save Cancel

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

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.

RISCO SITES COMPANY

ABOUT | ROLES & PERMISSIONS | EMPLOYEES | PRODUCTS | BRAND IDENTITY

COMPANY DETAILS

Company Name:

Country:

State / Province:

City:

Address:

Zip Code:

SUPPORT INFO

The information will be available to your customers

Phone:

Email:

MONITORING SERVICES COMPANIES






TAGS

Add New Tag:



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.

	NAME	ROLE	Email	PHONE	STATUS
<input type="checkbox"/>	 Ivan todorov2	Installer Admin	yarone16@riscogroup.com	3213213213	Assigned to 24 sites
<input type="checkbox"/>	 moty.stoler@riscogr...	Installer	moty.stoler@riscogroup.com		Assigned to 5 sites
<input type="checkbox"/>	 prinas riscogroup.com	Installer	prinas@riscogroup.com	ey	Assigned to 3 sites
<input type="checkbox"/>	 QA.AAAAAAAAAAAAAA...	Installer	QA.AAAAAAAAAAAAAA@gmai...		Expired at 07/09/2017
<input type="checkbox"/>	 sfg@sfg.dfg	Installer	sfg@sfg.dfg		Expired at 26/09/2017

New Employee Invitation

1. Click  and in the Email box, enter the email of the invited employee and then click the  button.

NOTE: The  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 .

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

ADD NEW EMPLOYEE
✕

Email

davidr@riscogroup.com Check

ROLE

Installer ▼

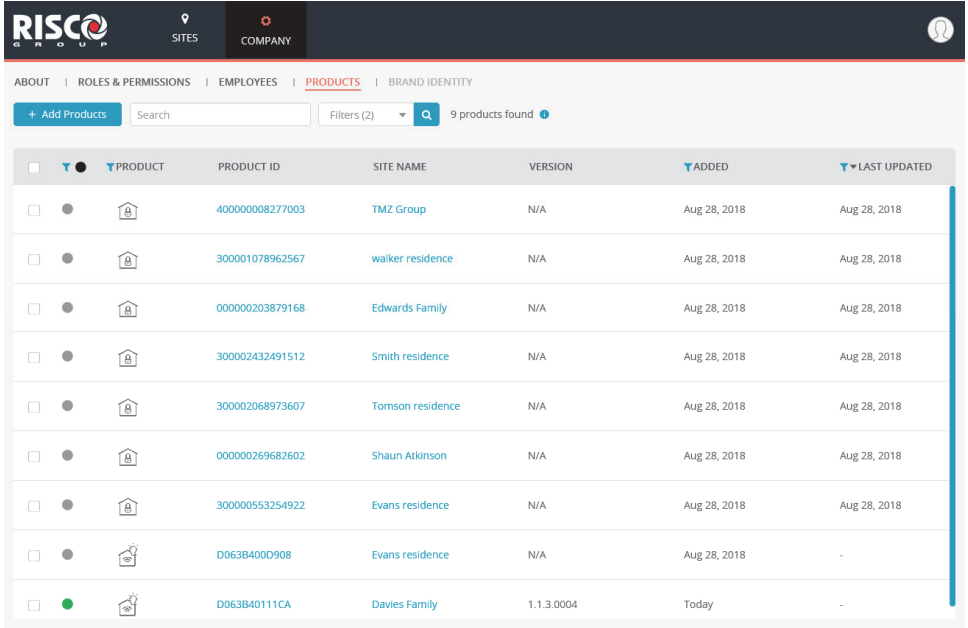
Invite

Cancel

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.

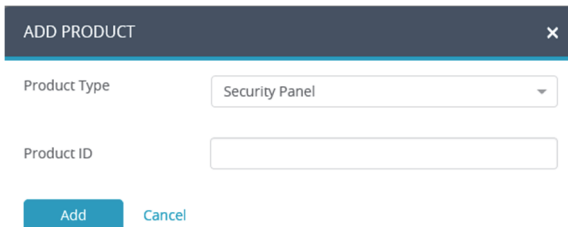


The screenshot shows the RISCO GROUP interface with the 'PRODUCTS' tab selected. The table below lists 9 products found, each with a checkbox, a status indicator, a product icon, and columns for Product ID, Site Name, Version, Added, and Last Updated.

<input type="checkbox"/>	<input type="radio"/>	PRODUCT	PRODUCT ID	SITE NAME	VERSION	ADDED	LAST UPDATED
<input type="checkbox"/>	<input type="radio"/>		40000008277003	TMZ Group	N/A	Aug 28, 2018	Aug 28, 2018
<input type="checkbox"/>	<input type="radio"/>		300001078962567	walker residence	N/A	Aug 28, 2018	Aug 28, 2018
<input type="checkbox"/>	<input type="radio"/>		000000203879168	Edwards Family	N/A	Aug 28, 2018	Aug 28, 2018
<input type="checkbox"/>	<input type="radio"/>		300002432491512	Smith residence	N/A	Aug 28, 2018	Aug 28, 2018
<input type="checkbox"/>	<input type="radio"/>		300002068973607	Tomson residence	N/A	Aug 28, 2018	Aug 28, 2018
<input type="checkbox"/>	<input type="radio"/>		000000269682602	Shaun Atkinson	N/A	Aug 28, 2018	Aug 28, 2018
<input type="checkbox"/>	<input type="radio"/>		30000053254922	Evans residence	N/A	Aug 28, 2018	Aug 28, 2018
<input type="checkbox"/>	<input type="radio"/>		D063B400D908	Evans residence	N/A	Aug 28, 2018	-
<input type="checkbox"/>	<input checked="" type="radio"/>		D063B40111CA	Davies Family	1.1.3.0004	Today	-


Adding a Product

1. Click the  button.



The 'ADD PRODUCT' modal form contains the following fields and buttons:

- Product Type:** A dropdown menu currently set to 'Security Panel'.
- Product ID:** An empty text input field.
- Buttons:** 'Add' and 'Cancel' buttons at the bottom.

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

Italy

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

Spain

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

Belgium (Benelux)

Tel: +32-2522-7622
support-be@riscogroup.com

USA

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

China (Shanghai)

Tel: +86-21-52-39-0066
support-cn@riscogroup.com

France

Tel: +33-164-73-28-50
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Israel

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