TelevisTwin
Automatic management system for multi-center and multi-system alarms

USER'S MANUAL

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1. Product Description

Overview of Televis**Twin**

Televis**Twin** is a software designed to be used with Windows® that enables to manage and monitor the alarms of several centers and local systems by means of a single PC.
The software monitors received alarms, maintains a history of the evolution of all plants and warns the user when specific corrective actions are required.
The available features also include an option that enables to check the status of plants, which can be used to verify that all local management and communication systems that interface with external devices are working correctly.

Versions and features

Televis**Twin** is available in several versions, each characterized by a specific user interface, set of features and plant management capabilities.
The Mirror version enables to acquire a limited number of alarms; this version is in fact only able to manage the alarms sent from a master Televis**Twin** or the emergency alarms sent from any center.

Installation requirements

Televis**Twin** guarantees optimum performances with Windows® platforms and has also been tested on Windows98se®, Windows2000® and WindowsXP®.
It is generally necessary to install the most recent service packs and the updates for the operating system. The graphic card must be able to support a resolution of 1024x768.
As minimum requirement, it is advisable to use a PC PIII 700 or a more powerful processor with at least 256 MB of memory.
Depending on the systems that have to be controlled, several RS232 ports may be required:

- 1 RS232 port for each incoming modem line (for serial modems only)
- 1 RS232 port for each GSM modem installed (to be able to send/receive alarms via SMS)
- 1 USB for the installation of the hardware dongle

2. Installing the program

Preliminary considerations

Televis**Twin** enables to manage the alarms received from different local management systems. Therefore, depending on the systems managed, it may be necessary to install the additional modules available on the setup CD-ROM.

Televis**Twin** is generally able to manage directly all alarms sent by mail or SMS.

If you are planning to received the alarms from Televis**Compact** via modem or IP modem, you need to install the IDMI software module (see Exhibit: Add-on Modules).

If you are planning to receive the alarms from Televis**200** via Web (Internet), you need to install module IDM2-Center and install separately the IDM2 client for each Televis**200**. The alarms of Televis**Net** systems transmitted via TCP/IP can instead be managed with module IDMNET.

Modules IDM1, IDM2, IDMNET or other modules should always be installed before Televis**Twin**.

By default, the software uses Microsoft Outlook Express® to send e-mails. Therefore, it is necessary to configure a user account for this mail client and set it as default to start the application.

Installation

Insert the CD of Televis**Twin** in the CD-ROM drive. The system starts the setup of Televis**Twin**.

The application guides you through the setup process. At the end of the setup process, you will need to insert the USB dongle, supplied with the software package, into a free USB port to ensure the correct operation of the application.

Optional components

Idm1. System for the management of the serial ports, required to receive Televis**Compact** data.

Click “setup.exe” in the “IDM1-setup” folder.

Follow the displayed instructions.

For more information, see the exhibit on the setup of IDM1.

Idm2. System to manage the TCP/IP alarms sent by Televis**200** with the Idm2 client installed.

For more information, see the exhibit on the setup of IDM2.

IdmNet. System for the management of the TCP/IP alarms sent by Televis**Net** with IdmNetClient.

For more information, see the exhibit on the setup of IDMNet.

Other requirements

As Outlook Express is the default program, you need to setup at least one user account. If you are not planning to use this program, you can enter fake data in the relevant fields.

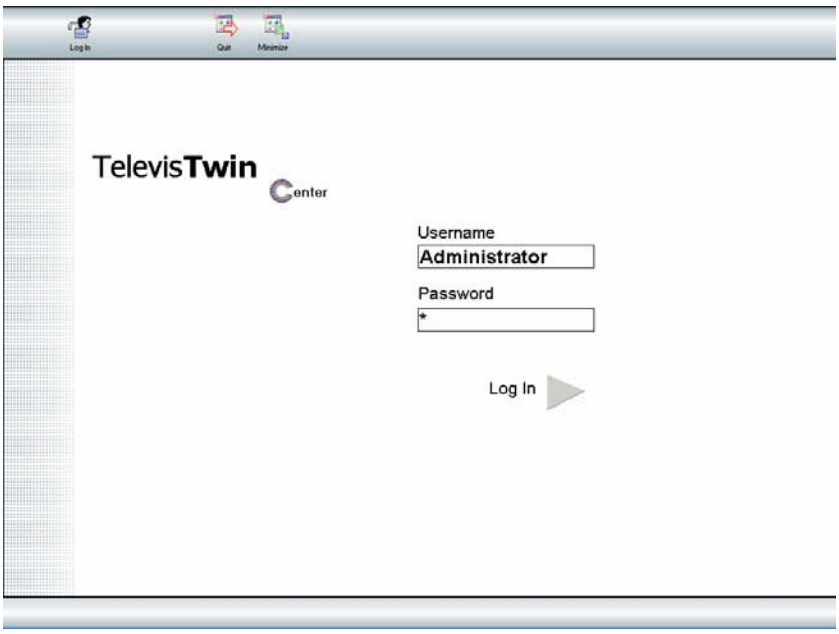
3. Configuring the program

Logging in

After start-up the program prompts you to enter a user name and password.

By default, the system configures a user called "**Administrator**" with the default password 0.

Click Login to confirm.

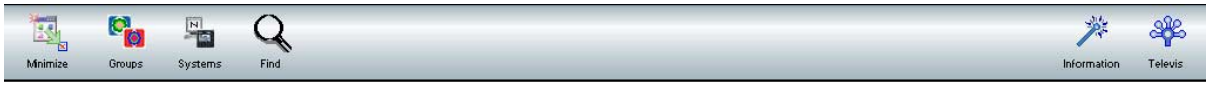


In this dialog you can also select Logout to disconnect or Exit to quit the program.

You can also display the program in a window in order to hide it and display it as a link on the taskbar.

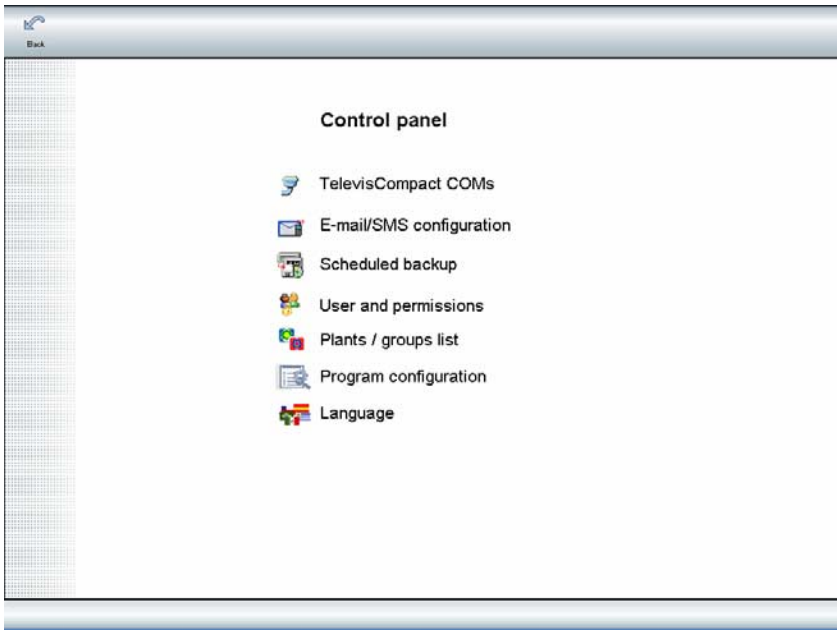
Top bar

Each screen displays the hot keys of the main features.



Click "Information" in the main screen to display information on the maximum number of plants that can be managed with the available dongle, the company that owns the license, the number of plants currently managed and the optional IDM modules installed. Click "Televis" to display the menu with the options to access the single sections of the system.

Control Panel



Click "Televis" to display the list of features of the program. Select Control Panel to display the relevant feature.

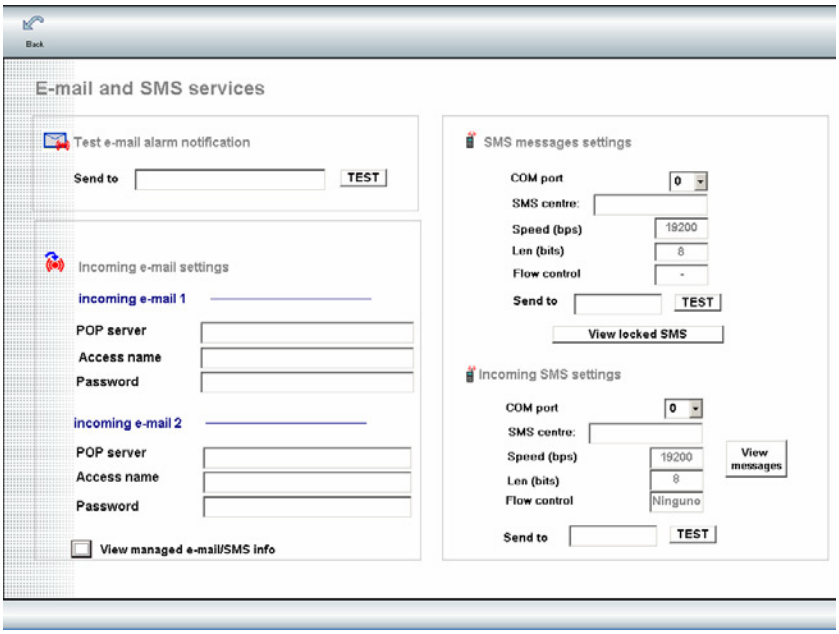
This section of the program can be used only if the incoming connections are stopped. For further information, see Control Panel.

You can use the Control Panel to configure the customizable parameters of the program:

Manage Compact Ports

Enables to set the serial ports in waiting status in function of the IDM1 module used.

Configure E-mail/SMS



SMS Services

This pane can be used to configure the ports connected to the GSM modems used to send SMS messages. You will need to enter the SMS center of the provider used.

Click Test to send a test message to the number entered in the "Send" field in order to verify that the settings have been configured correctly. All numbers must start with the country code (e.g. +44).

Click "Read Messages" to check that the GSM modem is able to correctly read messages.

This option displays the SMS blocks and enables to display a table containing "special" SMS messages received, which can be used to temporarily block the transmission of SMS messages (see paragraph: blocking SMS for special conditions).

E-mail Services

The E-mail feature can be used for two specific functions:

- To receive alarms by e-mail

  The system provides an built-in feature that enables to read e-mail messages. If you decide to receive alarms by e-mail, you need to specify the mail server, and the user ID and password of the e-mail account enabled to receive alarm messages (see exhibit: supported

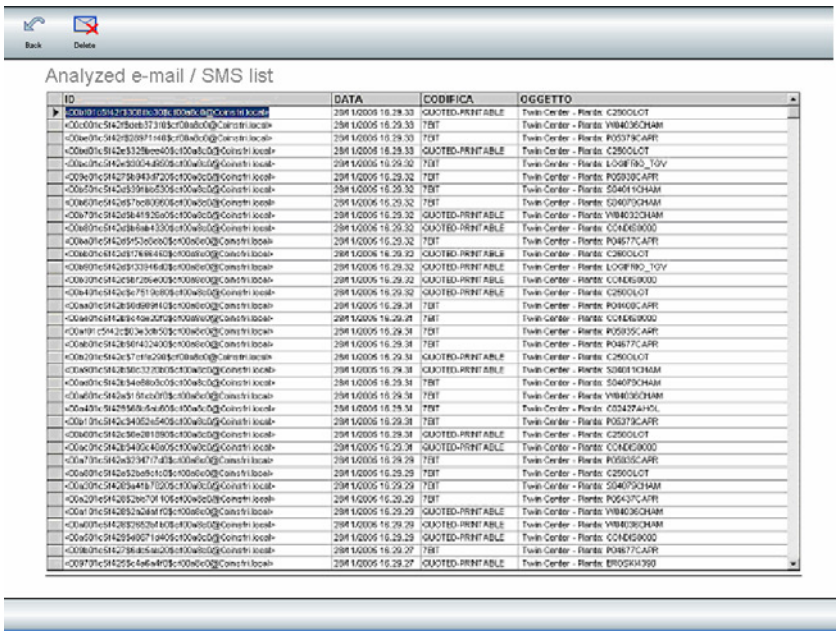
systems). If you do not wish to use this service, type an hyphen “-“ in all fields. You can also download e-mails from a second optional server.

- To send alarms by e-mail

To notify the alarms by e-mail to a recipient, you need to use the mail program configured as default on your system. The application has been tested with Outlook Express and Lotus. You can also use the test feature to verify that the service is working correctly. Televis**Twin** does not require the configuration of specific settings.

Displaying information on e-mails

In the E-mail/SMS Setup window, click "View info on received e-mails/SMS'" to display the following window:



Here you can display all the e-mails and SMS messages you have received in chronological order. Click "Delete" in the upper section to delete the history of e-mails/SMS messages. For security reasons, it is advisable not to delete the e-mails/SMS messages received in the last five days.

Block SMS

This feature enables you to restrict the SMS messages sent to specific plants or services for a limited period of time that should not exceed 10 hours.

To select this feature, click "Block SMS" in the main e-mail/SMS management window.

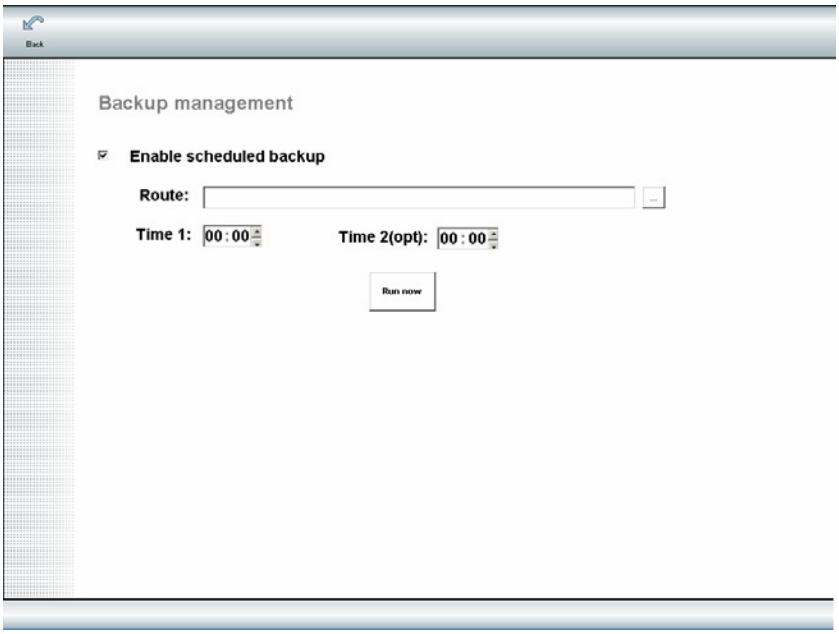
The system displays a list of the currently active blocks. To enable this service, you need to send an SMS to the modem number configured to receive SMS messages using the following format:

Plant Number; Service; Alarm; Hours of Service Blocking; User Name; Password

Notes

- You can also type "*" in fields “Service" and “Alarms” to indicate that you wish to include all services/alarms.
- Field “Hours of service blocking” can contain any value below 10 hours.
- The system generates a new note (alarm) in the main window and in the history, describing the type of operation performed. This "note" is deleted only when forced by the user.

Automatic Backup



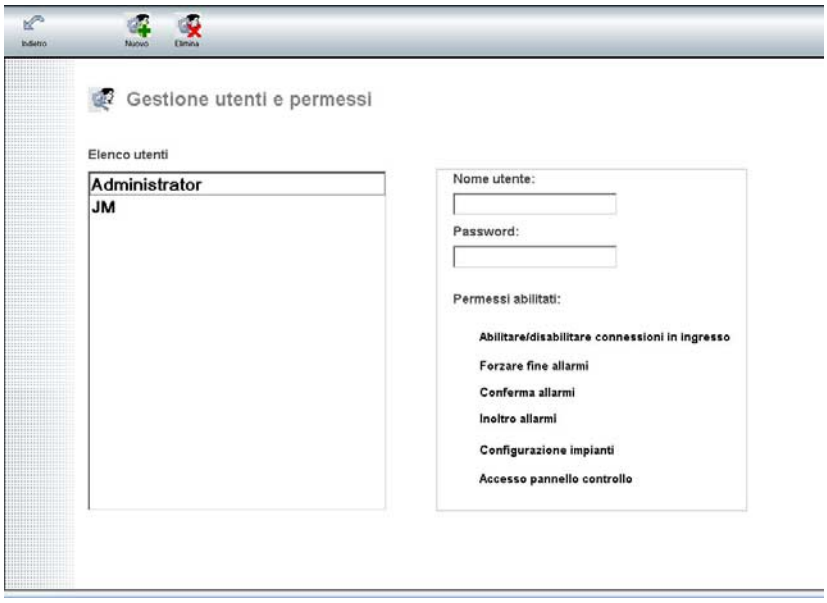
This feature enables you to automatically create backup copies of the database.

To allow the system to create a daily backup file within the selected folder, enter a time range in the format HH:MM. The system will then create a backup copy using the database name, the day of the week and “-1”. If you specify a second time range (optional), the system creates an additional file adding “-2” at the end of the name.

If you select "Create Now" the system creates the same file adding “-3” at the end of the file name.

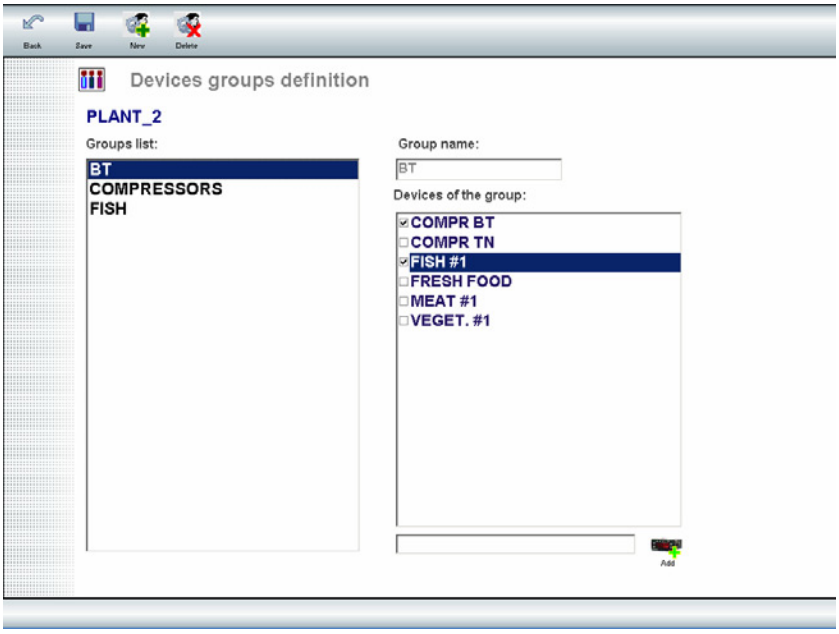
Files can be saved locally or on the network.

Users and Rights



You can use this feature to define the list of users who are authorized to access the system and assign specific rights to them. Check the relevant checkboxes to enable/disable specific rights. The user with administrator rights has all rights and cannot be deleted.

Configure Plants/Groups



You can use this screen to create the list of components required to configure the plants.

This window has a List A (the main list for the management of alarms) and a sublist B. You can also select the background colors when the plant is displayed in the main window, depending on whether you are using List A, B or Type of System.

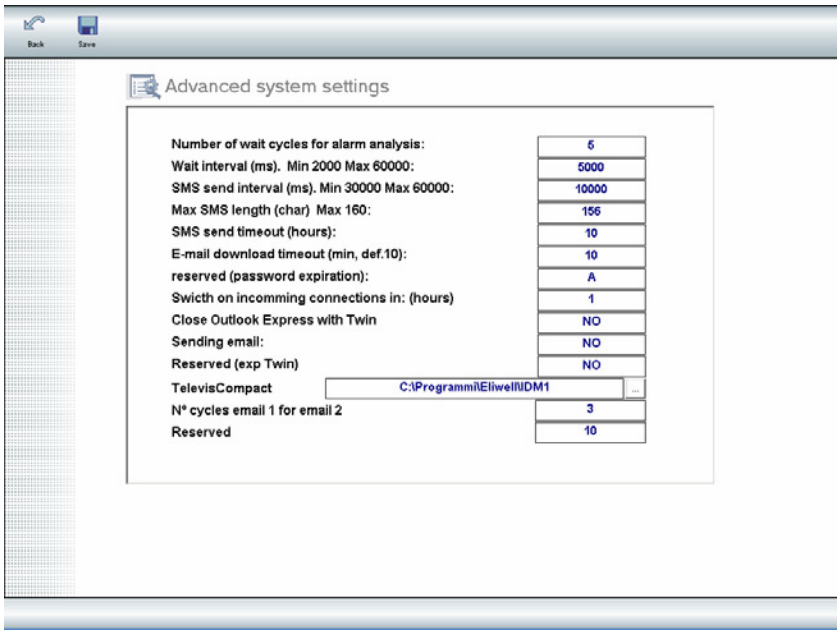
It is generally preferable to use chains of supermarkets, installers or zones for lists.

To add components to the list, double click the name of the component (by default the system display a hyphen “-”). Type the name of the new component; for example Norte. Then, attach a BMP drawing with 19x19 pixels to identify the new component.

To install a new logo, click "Logo Folder". The system displays the content of the folder that contains the program logos and inserts the new logo in the displayed window. Remember to assign a name to the drawing using the format logo-*list name*.bmp. In this specific example the name will be logo-norte.bmp.

Double click the pane on the right of the name to select the background color for the list. It is generally advisable to use Set custom color and use very light colors [Lum>220]).

Program parameters



You can use this screen to program the main operating parameters of the program.

Number of waiting cycles for alarm analysis

Start value for the counter displayed in the main screen during the downloading and analysis of alarms.

Cycle Duration

Range of time expressed in millisecond, between consecutive values of the previous count.

Max. SMS length

Maximum number of characters that can be used for the creation of an SMS.

Max. range for SMS delivery (hours)

When it receives alarms with a range that exceeds the set value by X hours, the system interrupts the delivery of SMS messages to prevent the receipt of an excessive number of previous SMS messages.

Max. mail download time

For security reasons and to prevent problems due to the temporary inactivity of mail servers, the system interrupts the downloading of mail after the preset time range.

Switch on incoming connections in (hours)

This parameter specifies the interval of time that should elapse between the shutdown of Televis**Twin** and its automatic restart.

Module Path

Specifies the installation directory for the optional IDM1module.

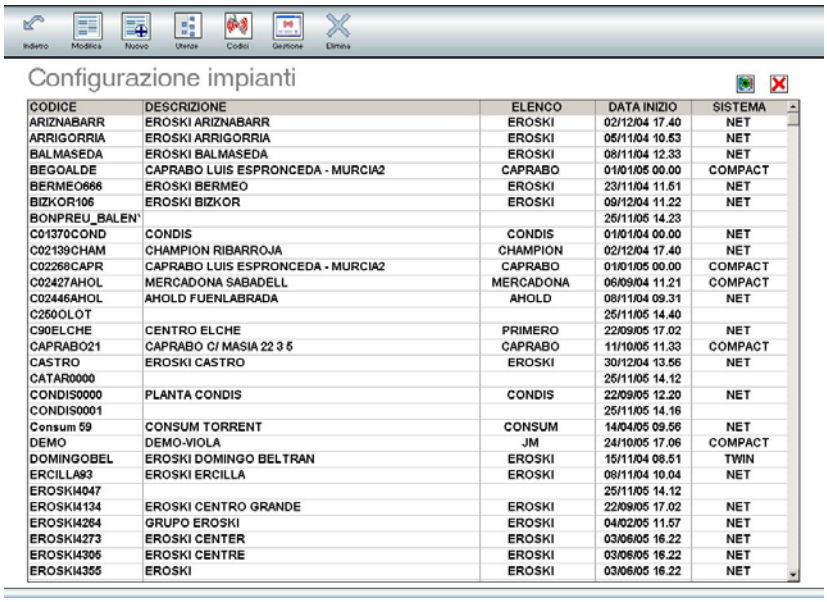
This module is generally installed in “c\Programs\idm”. If the default path has been changed during setup, you would have to specify the new path in this field.

No. of cycles for mail downloading 1/for mail reading 2

If you are using a second mail server for alarms, you can decide to check the mail at the interval specified in x mail readings-1.

4. Managing plants

Plant List



CODICE	DESCRIZIONE	ELENCO	DATA INIZIO	SISTEMA
ARIZNABARR	EROSKI ARIZNABARR	EROSKI	02/12/04 17.40	NET
ARRIGORRIA	EROSKI ARRIGORRIA	EROSKI	05/11/04 10.53	NET
BALMASEDA	EROSKI BALMASEDA	EROSKI	08/11/04 12.33	NET
BEGOALDE	CAPRABO LUIS ESPRONCEDA - MURCIA2	CAPRABO	01/01/05 00.00	COMPACT
BERMEO666	EROSKI BERMEO	EROSKI	23/11/04 11.51	NET
BIZKOR106	EROSKI BIZKOR	EROSKI	09/12/04 11.22	NET
BONPREU_BALEN			25/11/05 14.23	
C01370COND	CONDIS	CONDIS	01/01/04 00.00	NET
C02139CHAM	CHAMPION RIBARROJA	CHAMPION	02/12/04 17.40	NET
C02268CAPR	CAPRABO LUIS ESPRONCEDA - MURCIA2	CAPRABO	01/01/05 00.00	COMPACT
C02427AHOL	MERCADONA SABADELL	MERCADONA	06/09/04 11.21	COMPACT
C02446AHOL	AHOLD FUENLABRADA	AHOLD	08/11/04 09.31	NET
C2500LOT			25/11/05 14.40	
C90ELCHE	CENTRO ELCHE	PRIMERO	22/09/05 17.02	NET
CAPRABO21	CAPRABO C/ MASIA 22 3 5	CAPRABO	11/10/05 11.33	COMPACT
CASTRO	EROSKI CASTRO	EROSKI	30/12/04 13.56	NET
CATAR0000			25/11/05 14.12	
CONDIS0000	PLANTA CONDIS	CONDIS	22/09/05 12.20	NET
CONDIS0001			25/11/05 14.16	
Consum 59	CONSUM TORRENT	CONSUM	14/04/05 09.56	NET
DEMO	DEMO-VIOLA	JM	24/10/05 17.06	COMPACT
DOMINGOBEL	EROSKI DOMINGO BELTRAN	EROSKI	15/11/04 08.51	TWIN
ERCILLA93	EROSKI ERCILLA	EROSKI	08/11/04 10.04	NET
EROSKI4047			25/11/05 14.12	
EROSKI4134	EROSKI CENTRO GRANDE	EROSKI	22/09/05 17.02	NET
EROSKI4264	GRUPO EROSKI	EROSKI	04/02/05 11.57	NET
EROSKI4273	EROSKI CENTER	EROSKI	03/06/05 16.22	NET
EROSKI4306	EROSKI CENTRE	EROSKI	03/06/05 16.22	NET
EROSKI4355	EROSKI	EROSKI	03/06/05 16.22	NET

By default the system displays a list with the basic characteristics of configured plants.

However, you can use the icons in the upper section of the screen to create, display, edit or delete plant-related data.

The icons in the upper right correspond to the plants included in List A. These icons can be used to simplify filtering operations. The small red cross indicates that the filter will be deleted.

Click any of the column headers to sort the table using the selected field.

Click “View Devices” to import the services configured for the plant and to change the name by which they are detected (which can be useful for centers controlled by SMS where the service names are short due to space limitations).

Click Configure Alarm to open the alarm setup screen.

Click "Types of Alarms" to display the list of alarms and manage them.

Special feature: Operating test

The system offers several testing options that can be used to verify that all plants are correctly connected to Televis**Twin**.

- Run Test: specifies whether the operating test check-up needs to be performed at regular intervals.

- Fixed time 1 and fixed time 2: specifies that the check-up must be performed every hour or every two hours at the intervals specified. This feature can be selected only if Check every X hours is disabled, i.e. set to 0.
- Check every x hours: specifies that the check-up will be performed regularly every X hours.

If the system installed in the local plant enables to automatically send the "operating test" package, you can use this feature. Otherwise, use:

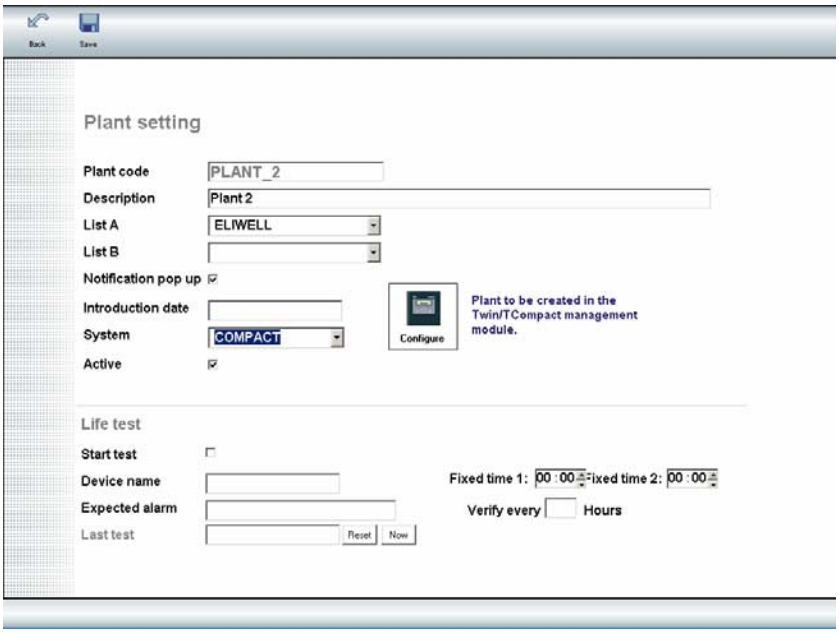
Service Name and Expected Alarm

You can enable alarms for all devices by using the timers or events related to a specific devices. Example: an alarm (start or end) is triggered by a timer every 2 hours on auxiliary input 2 of the meat cell. Thus, the plant configuration is displayed as "Meat Cell" and the expected alarm "Error on auxiliary input 2" is the operating test, in other words not an alarm, but a control method. You can also specify a margin of time and select whether the alarm has to be controlled every 2.5 hours (field: Check Every). In this case, the received alarm will not be regarded as an alarm and the system will only update the check-up date.
If the check-up alarm does not occur within the specific range of time, they system automatically enables the "Operating Test Error" alarm in Televis**Twin**.

Defining a new plant

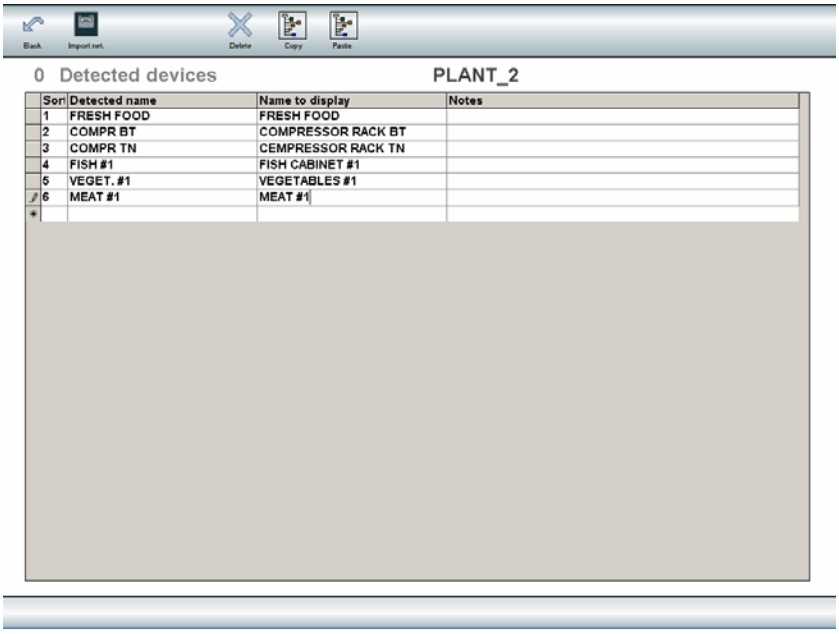
Menu → Plant Setup → New

You can use this section to define a new plant and add it to the database. You can specify the parameters of the new plant, the parameters for operating tests and indicate whether the plant has to be activated. The Change Plant screen (Menu > Plant Setup > View/Change) has the same format of the database screen and initially displays blank fields.



Device List/Definition

Menu → Plant Setup → Display Devices



You can use this screen to display the list of devices of a physical plant. You can also decide the order in which devices must be displayed (Sort column), the name detected, the name that will display in messages and windows (Displayed Name column) and the notes on devices.

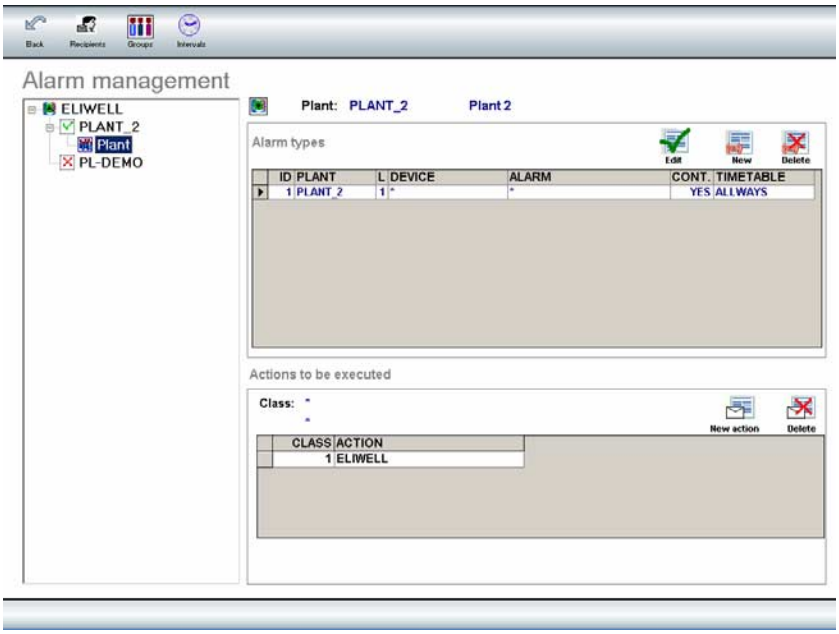
You can also define/change the devices by selecting them from the list in the column you wish to change or by adding them to the last row if you wish to add a new device.

Alarms

This feature enables to classify the single alarms for all types of plant that will be used to generate SMS messages or to send e-mails to physical recipients.

The area on the left displays the list of plants sorted by List A. Alarms can be classified according to 7 levels.

0- By Chain -> The alarm is related to a chain (or to List A)
1- By Plant -> The alarm is related to a specific plant
2- By Alarm -> The alarm is a specific alarm and is related to the plant
3- By Device -> The alarm is related to a specific device of the plant
4- By Group -> The alarm is related to a group of devices of the plant (i.e. Frozen Food)
5- By Group + Alarm -> The alarm is fixed and is related to a physical group
6- By Device + Alarm -> The alarm is fixed and is related to a physical device



All alarms are assessed starting from level 6 onwards. In other words, when a new alarm is signaled, the application examines it to verify if specific measures have to be applied to the alarm and physical device (level 6), checks if the alarm or physical device requires a specific type of action (level 5), verifies how messages related to the group of the device are handled

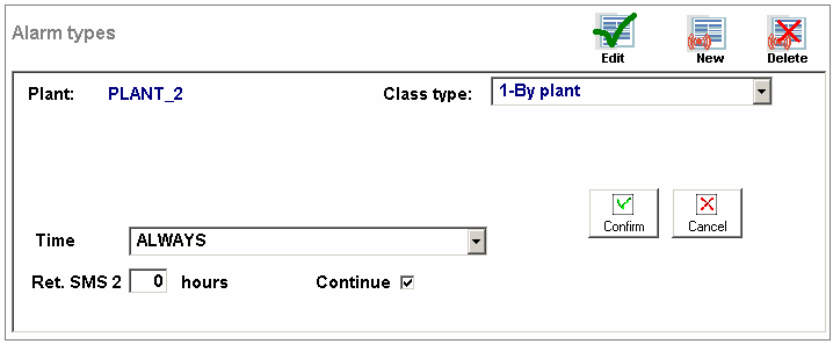
(level 4) and so on down to level 0, during which the application checks whether actions on the physical chain are required.

For example, if you wish to send all Chain “A” alarms user@domain.com, you need to create a level 0 class and specify that all alarms have to be sent to this destination. If you wish to send the alarms of center CENTER01 to user2@domain.com, you need to create a level 1 class for this plant. In this case, all alarms that occur within the plant are sent to user2 and to user, because the plant belongs to the Chain “A”.

To create a new type of alarm (a new filter), select the chain (list of all alarms) or the plant, depending on the type of alarm that has to be triggered.

For example: all alarms that may occur in plant PLANT15 have to be notified by e-mail to Mr User.

Select the desired plant, then click "New Type".



Select the filter that will be used for all the plant from the Class Type list.

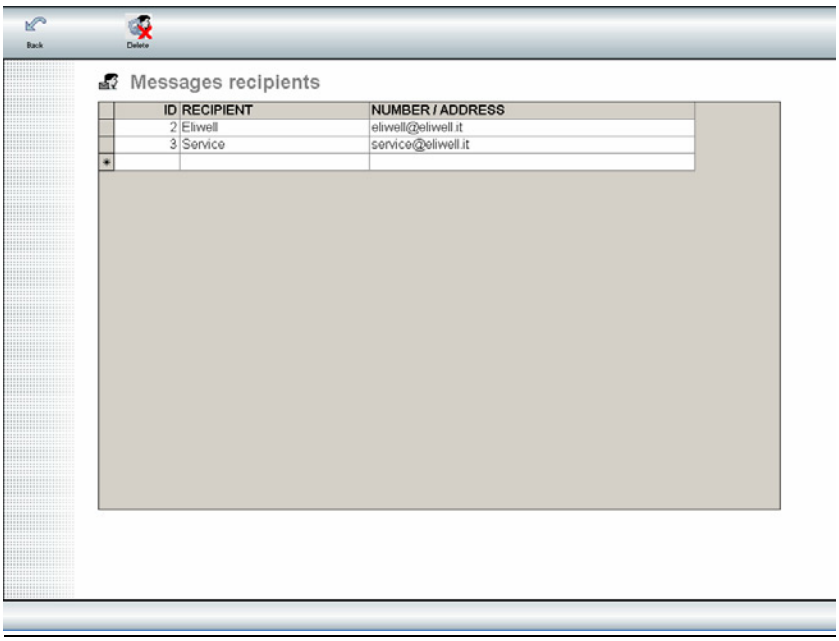
Select a time band (see paragraph Time bands).

If you select the SMS option, you can specify that a new SMS has to be sent to the recipients of the first SMS message if the problem has not been solved within x hours (Ret. SMS 2 [x] hours).

Click Continue (YES / NO)? if you wish to analyze the tree of classes (6..5...4...). In the example above, in which all the alarms of the Chain “A” were sent to “User”, it is possible to specify for a single plant, that alarms have to be notified by e-mail to “user2” (level 1), WITHOUT FOLLOWING the tree path, which means that all alarms related to this center will only be sent to “user2” that is associated to level 1 (plant), but will never reach level 0 (chain).

Defining recipients

This feature enables you to define new recipients for alarm notifications.



To define a new recipient, highlight field Recipient in the last row and enter the following information in fields Recipient and Action:

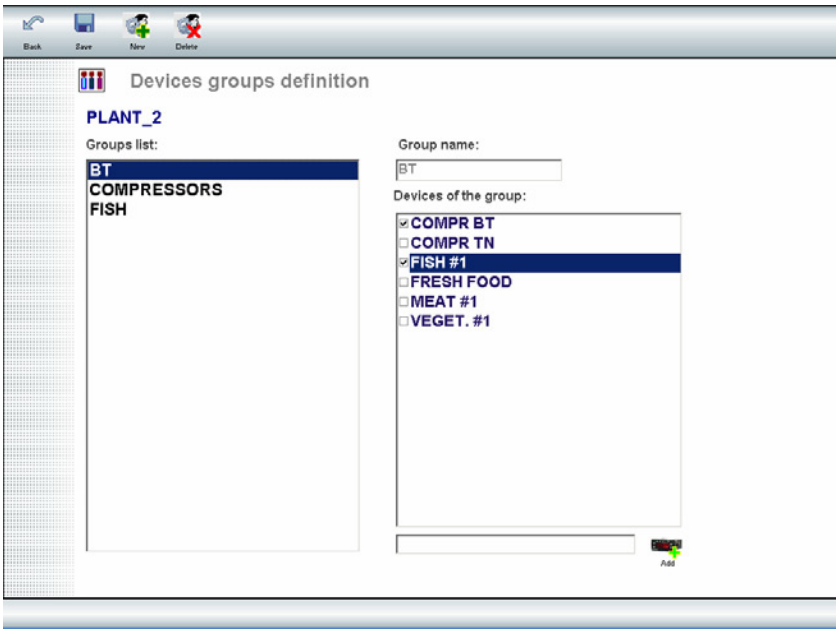
- Recipient: name of the person who will receive system alarms
- Action: mobile number to which the SMS message will be sent, with country code +44 , or e-mail address to which e-mails will be sent.

Defining groups

>>MENU>>PLANT SETUP>>ALARM MANAGEMENT>>GROUPS

This feature enables you to define new groups of devices. To do so, select a plant in the Alarms Settings screen and click "Groups".

The following screen displays:

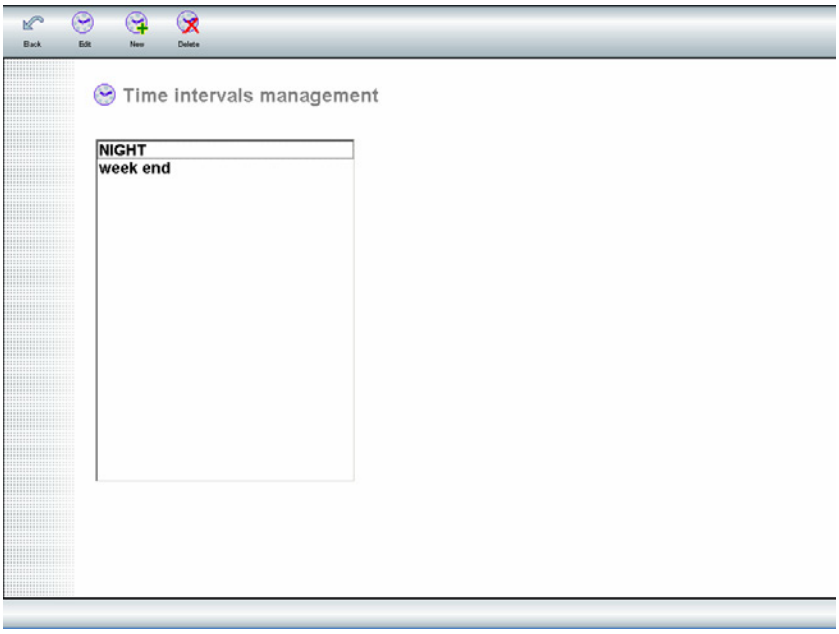


If you click one of the items in "Groups List", you can display the description of the groups of devices that have already been configured. If no group of devices has been defined, the list is blank. To create a new group, click "New Group".

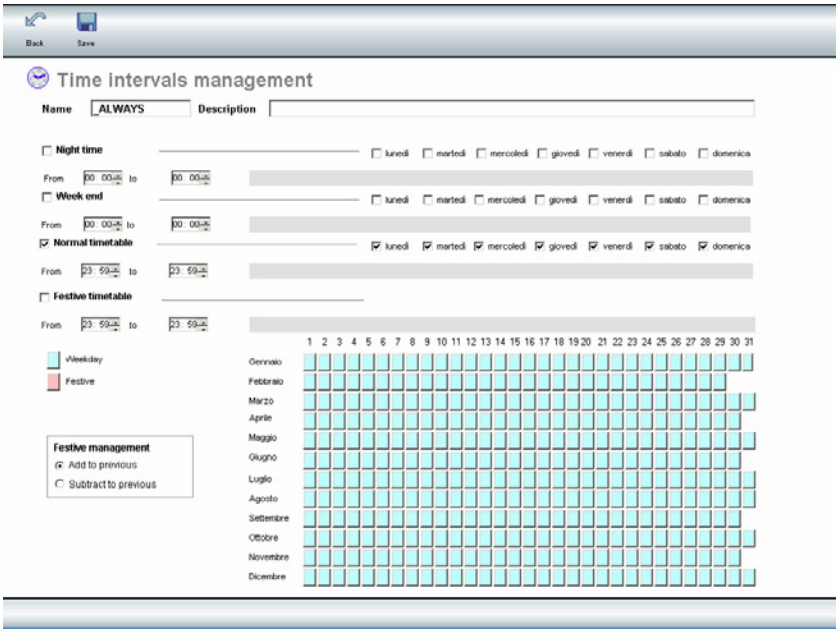
Type the name of the new group of devices in field "Group Name" and select the devices you wish to insert in the group in the "Related Devices" field. Click "Save" to end the creation of the new group.

Defining ranges

Ranges are similar to filters because they specify the time range within which the alarm needs to be triggered for it to be sent to the correct recipient. By default, the system selects the range ALWAYS. This range includes the events that occur in all time ranges, without time limits. To specify a new range, select Televis -> Plant Setup -> Types of Alarms -> Ranges, then click "New".



The following screen displays, with three different sections that enable you to setup the desired ranges.



1. Range Description

   Here you can enter the name and description of the range, by completing fields “Name” and “Description”.

2. Time bands definition area

- Night: this field can be used to specify the ranges that will be used only as filters for alarms that occur at nighttime.
- Weekend: this field can be used to specify a range for the weekend; it includes the specified times of all days and excludes the days included in the range.
- Standard time: this range includes the specified days from the start to the end time.

To simplify the definition of ranges, it is possible to select specific ranges. For example, you can select a range called "CLOSED" and select Weekend or Night to configure it.
All ranges will include the selected brackets.

3. Special time band: Holidays

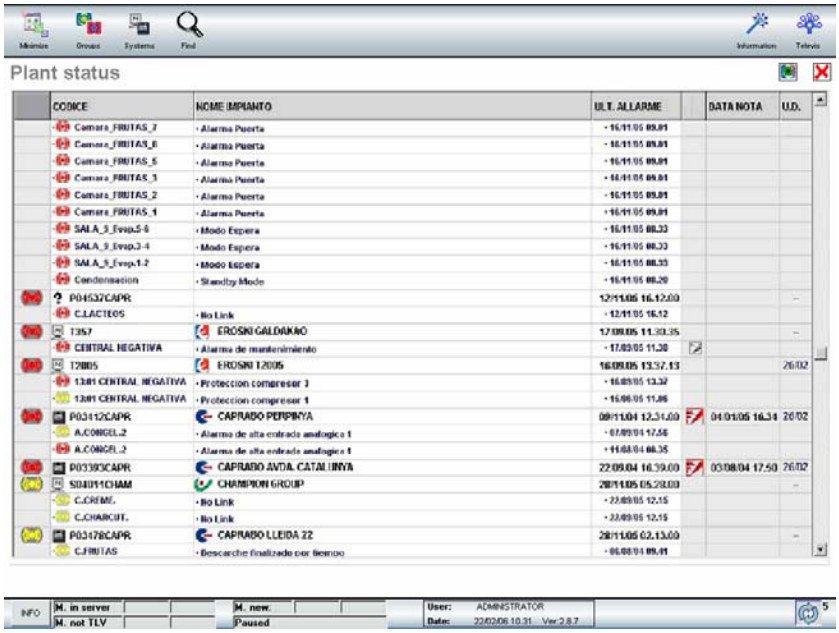
   You can decide whether to include or exclude holidays from the selected time band. For example: if you wish to receive alarms only while the shop is open, you will have to select the standard range, from 8.00 a.m. to 10.00 p.m., from Mondays to Fridays, and select the holidays so that they are excluded from the selected range.

   During the selection of time bands and of the times/days in which they are applied, the system creates a text phrase that details the selections.

Using the program

Main window

From the main window you can check the status of each of the centers managed by Televis**Twin**.



The first column provides information on the status of the plant:

Red The plant has active alarms that have not yet been acknowledged by Televis**Twin** users

Yellow The plant has active alarms that have been verified by a user

Magenta The plant is being monitored

Blue The plant has active alarms that are not considered relevant

Green The plant is working correctly and there are no active alarms

Gray The plant is not active and no alarms are being received

Plant column

Displays the plant code and, if alarms have been selected, the name of the services affected by the alarms.

Double click the plant code to open/close the detailed view of the alarms for the specified center. This feature is available for centers with active alarms only.

Description column

Displays the description of plants and, if the detailed view of the alarms has been selected, also the alarm enabled on each device.

Last Alarm column

If the row is related to a plant, it displays the date of the last triggered alarm; if the row is related to a service, it displays the time in which the alarm was triggered.

Note column

Indicates if a global note is available for the plant and provides information on its priority: Urgent (red), Important (Yellow) or Normal (Blue).

If the alarm contains a specific note, the row also displays a note icon, which can be selected to display the content of the note.

Note Date column

Displays the date of the last change applied to the global note.

L.D. column

Displays the date of the last download for devices that allow data to be downloaded (Televis**Compact**).

Plants can be sorted by the header of columns by simply clicking the relevant header.

Notes

If the alarms cannot be simultaneously displayed in a single window, it is possible to change the sorting order, which can be used only if the vertical scroll bar is in the uppermost position.

Additional information

The lower section of the screen displays events or notifications in red.

It also provides information on the number of e-mails for servers 1 and 2, on the new e-mails analyzed after the last mail reading, the number of non Televis messages and the date of the last successful download.

This section also displays information on the user who is currently logged in, on the program version and on the current date/time.

The right pane displays a counter. When the counter reaches 0, the program starts to analyze the data of all the systems.

The upper section of the window displays two buttons:

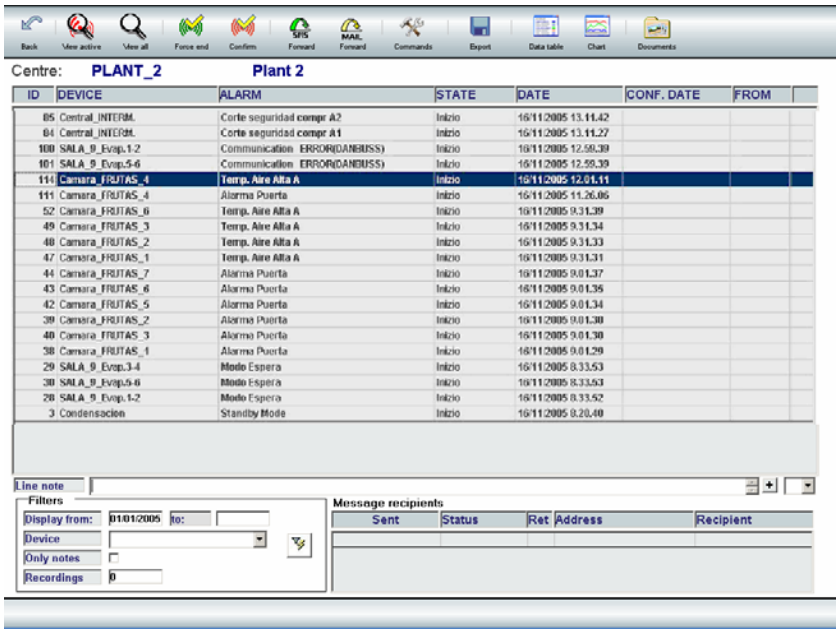
- Classification: shows/hides the icons used to classify the different types of plants
- Systems: shows/hides the icons (the icons only) of the stations currently available in the plants
- Search: enables to search for the plants in the list that match the typed text; the plant is highlighted in blue.

If you select one of the icons in this section:

You can filter the existing stations using List A, List B, Plants and Installers.

Alarm Details

To view this screen, click the plant status icon in the main screen or double click the plant description.



The history file contains all the historical and active alarms triggered for each center.

The screen displays information on the alarm service, the start and end time of the alarm, the date in which the alarm has occurred and the name of the operator who has acknowledged it.

For each row you can enter a specific note in the "Row Note" field. Click the “+” symbol on the right to enlarge the note area.

In the next dropdown menu, you can select "Not Important" [light blue] option: “*”, “Requires Information“[Magenta] option “+” or “Standard Note”[Yellow]: option “-“.

In the lower left section of the display you can filter the alarm records of the center by the following categories:

- Range of time during which the alarms have occurred
- Device that has triggered the alarm
- Availability of notes

The screen also display a counter with the number of records to which the filter has been applied.

The lower right section displays a pane that shows, for each alarm, the e-mail or SMS address to which the notification has been sent.

Notification status:

- **To send**: indicates that the notification has not yet been sent due to problems with the device or because of user-specified delays.
- **Completed**: indicates that the notification has been correctly sent.
- **Interrupted (tmp):** indicates that the transmission of the notification has been cancelled because of timeout.
- **Cancelled:** indicates that the alarm will not be sent because the user has cancelled these types of alarms. For more information, see Exhibit xxx. Canceling SMS messages.

The upper section of the window displays several buttons that are described in detail below:

- **View Active:** applies a filter to existing alarms and displays active ones only.
- **View All:** displays all the alarms of the plant.
- **Force End:** cancels the selected alarm and displays a new End Forced record, indicating which alarm has been manually cancelled.
- **Confirm:** confirms that the alarm has been viewed by the active user. Enter the current date of the system and the login details of the operator who is using the system in fields “Conf. Data” and “Who”.
- **Resend (SMS):** sends an SMS with the selected alarm to a specific phone number. Always remember to enter the country code (i.e.: +39...)
- **Resend (Mail):** sends an e-mail with the selected alarm to the desired e-mail address displayed in the dialog that appears when you select this button.
- **Work Reports:** opens an .rtf document with the template of a work report containing the main fields required to describe the alarm that has occurred.

  This feature can only be used if a document is available in the installation folder of the application, which by default is “C:\Program files\TWIN\”. The basic template for the creation of reports is “template.rtf”.

  This document can be customized with the addition of optional fields for problems; to do so, it is sufficient to replace the following codes when creating the document.

CODE	Content
&&PLANT	Code and description of the center
&&ID	Number of records in the alarms history
&&SERVICE	Name of the device that has triggered the alarm
&&BEGINEND	Type of alarm and start/end
&&ALARM	Alarm description
&&DATEALARM	Date in which the alarm has occurred
&&WHO	Operator who has acknowledged the alarm
&&NOTE	Notes on the alarm

- **Export:** exports the content of the window to an Excel file.
- **Tables:** enables to generate a table with the data of the center (for IDM plants only).
- **Graphics:** enables to generate the graphics with the data of the center (for IDM plants only).
- **Documents:** creates/opens a folder with the name of the plant in the application's directory, enabling the user to organize documents.

Start-up panel

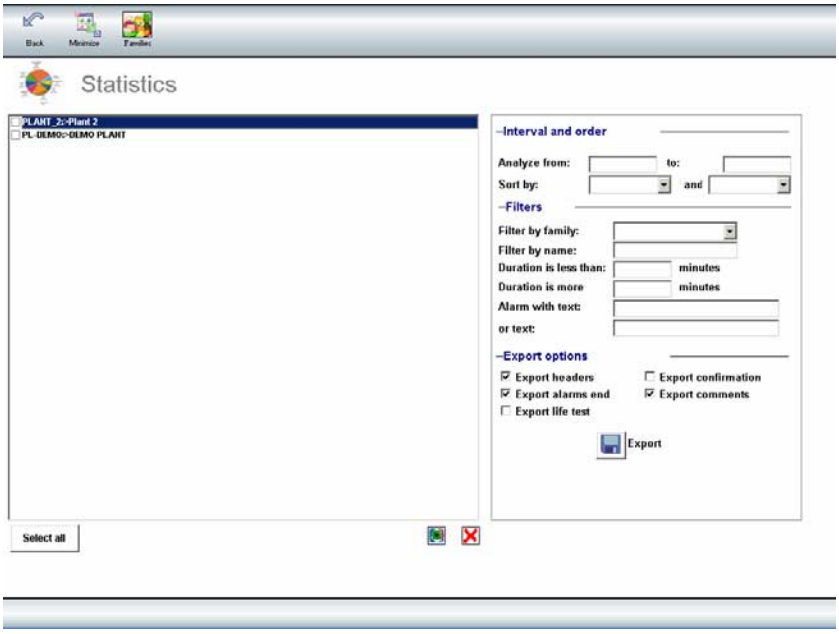
Menu →Start-up panel

From this screen, you can:

- Configure the IDM1 ports**:** for information on how to configure the program, see Exhibit IDM. V. enclosed.
- Enable [enable/disable] (green/red) incoming connections.

Reviewing statistics

Menu → Statistics



From this screen you can export the alarms of one or more centers to an Excel file. This screen is divided into three sections:

1. Center selection area: here you can select the physical centers for which the statistics have to be calculated. You can select all the centers of a chain by clicking the button representing the desired chain of centers of area **3** and click "Select All" for area **1**.
2. Filter area for statistics options: here you can define the filters that will be applied to the alarms of the selected centers and the options for the exported file:

   - **Period and date:** enables to specify the date range of the alarms that have to be exported to the Excel file. It is also possible to specify a parameter to sort the alarms.
   - **Multi-filters:** enable to sort alarms by:
     - Family: this filter is described in detail in the following section.
     - Name: if the alarm name contains the chain pointing to this field, the alarm has priority over this filter.

- Duration below: if the alarm lasts less than the minutes specified in this field, it has priority over the filter.
- Duration above...: if the alarm lasts more than the minutes specified in this filed, the alarm has priority over the filter.
- Alarm with text: if the alarm contains the text specified in this field, it has priority over the filter.
- Or text: completes the previous filter. If the alarm contains the previous text or the content of this filter, it has priority over the filter.

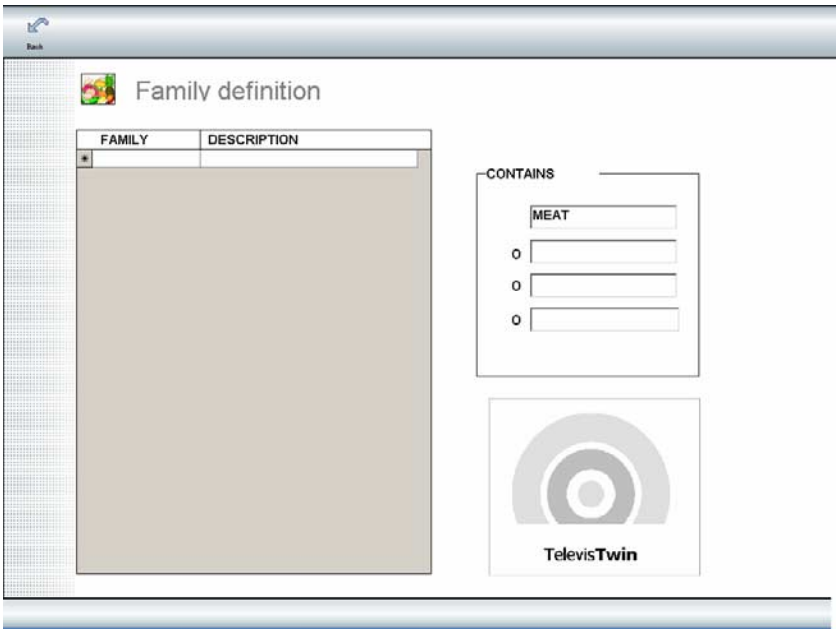
- **Export settings:** by clicking the relevant checkbox it is possible to specify which alarms have to be exported by default. Click "Create Export" to export the alarms to an Excel file.

Defining families

Menu → Statistics → Families

A family is a group of chains containing the names of the devices that trigger alarms. If a family type filter is specified for statistics and the device that has triggered the alarm contains one of the chains described in the family, the alarm shall have priority over the filter and shall be included in the Excel file.

From this screen, it is possible to perform the following operations:



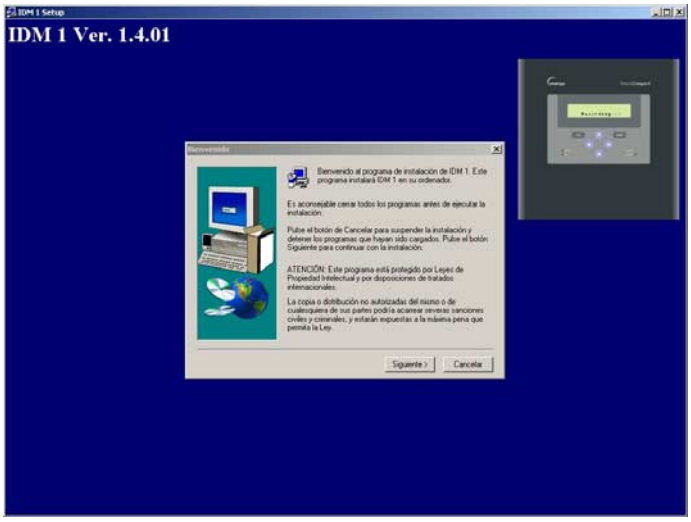
By moving the cursor on the last row of the left field, you can define a new family, specifying the ID and description in fields FAMILY and DESCRIPTION. You also need to specify the chains to allow the devices to generate alarms. You may specify a maximum of 4 chains using part of the device names.

5. Exhibits

6.1.Configuring IDM1

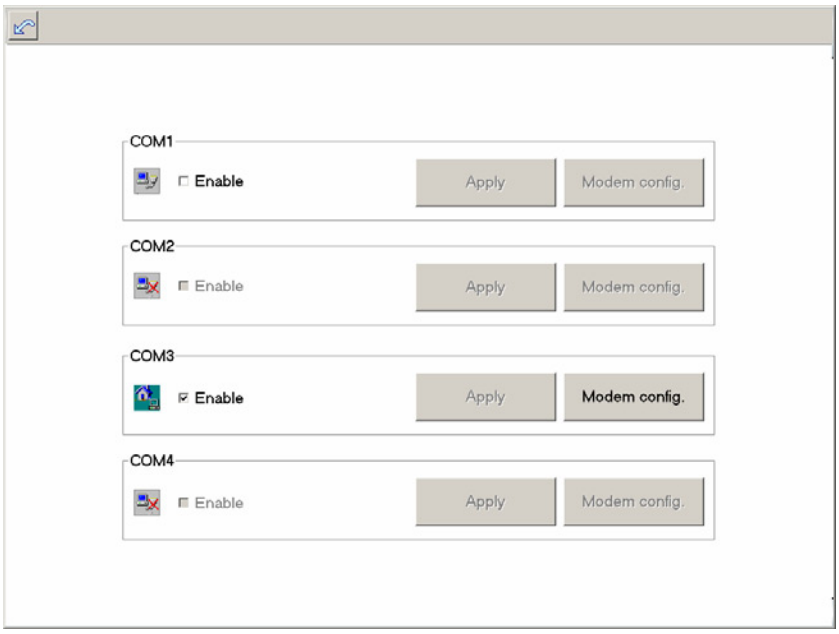
Installation

Insert the setup CD-ROM. Select "My Computer", open the setup CD-ROM by right clicking the drive that contains the CD-ROM and click "Open". Open folder “IDM1-Setup” on the CD-ROM and run SETUP.EXE to start the setup program of the add-on module IDM1, which guides you through the installation of the component.

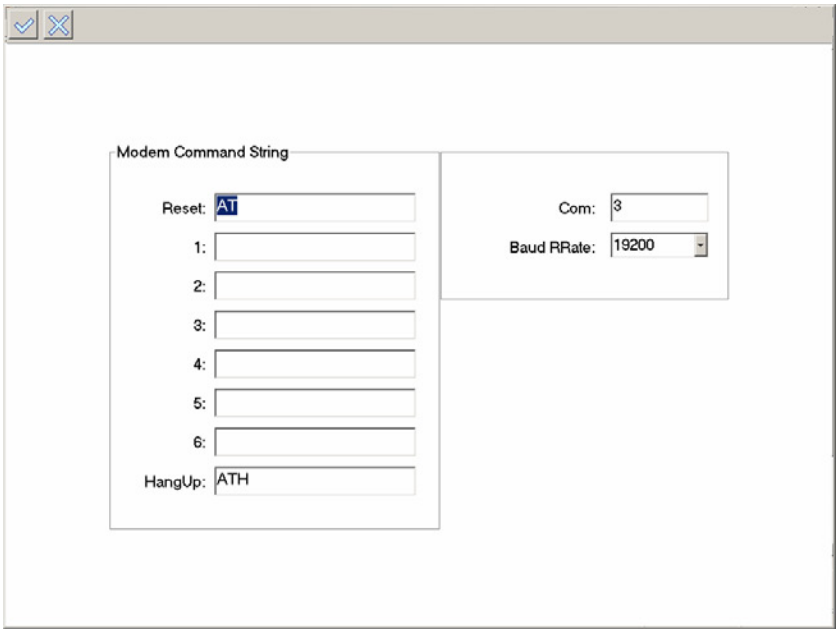


Settings of the add-on module IDM1 for Televis**Twin**

After installing and restarting the PC, open Televis**Twin** and select *TELEVIS→CONTROL PANEL→MANAGEMENT OF COMPACT PORTS* to display the following screen:



Here you can configure the modem you wish to use to receive the calls from Televis**Compact**. To configure the modem, you first need to specify the serial port to which the modem is connected by clicking "Enable" and "Apply". This enables the button that allows you to display the following screen:

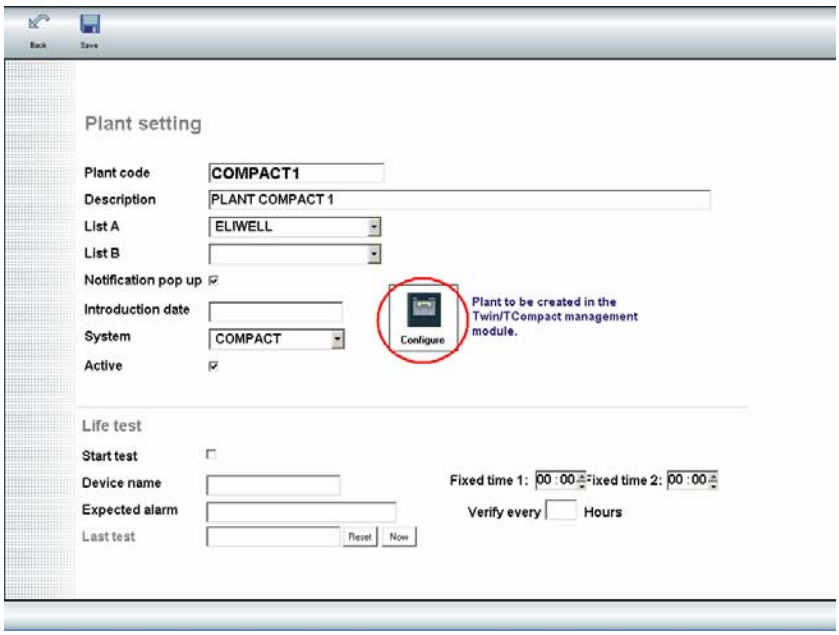


Here you can specify the options for the modem that will be listening on the specified port.

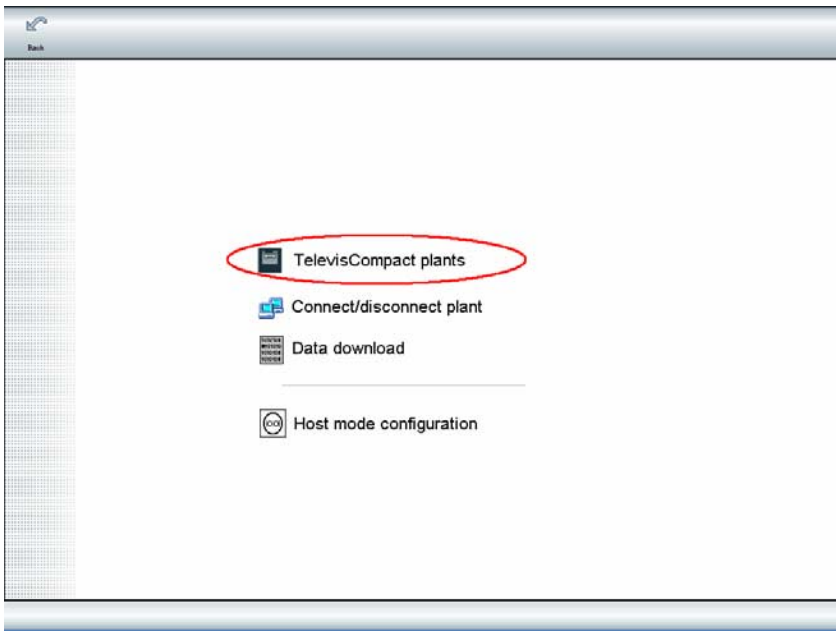
Setting up a plant managed by IDM1

To be able to set up a plant managed by IDM, select *TELEVIS→PLANT SETUP→NEW* (to add a new plant) or *TELEVIS→PLANT SETUP→* VIEW/EDIT (to change the settings of an existing

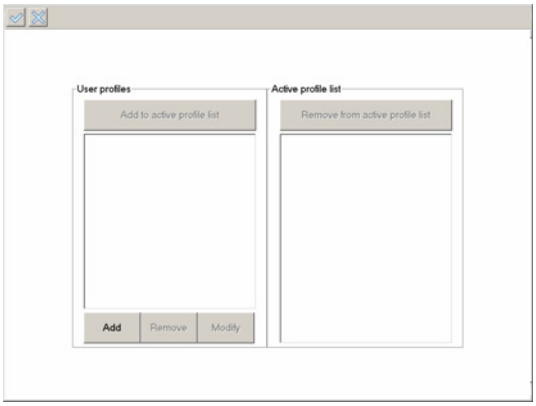
plant). In this screen you can populate or edit the relevant field and select the Televis**Compact** system to display the following button:

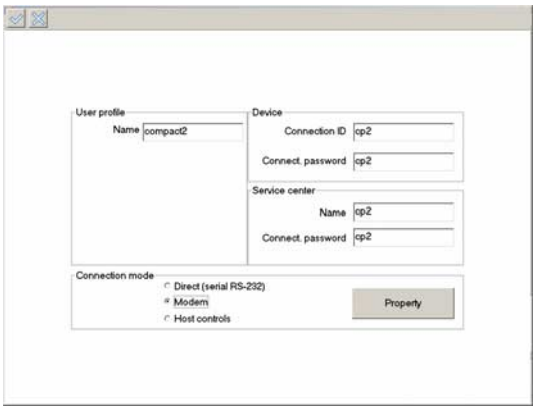


Click this button to open the screen that displays the utilities available for the IDM module, then click “Define Compact Plants”:



The screen that displays enables you to view/edit existing inactive profiles, and to add/delete inactive profiles and disable them.





How to create a new profile (PLANT)

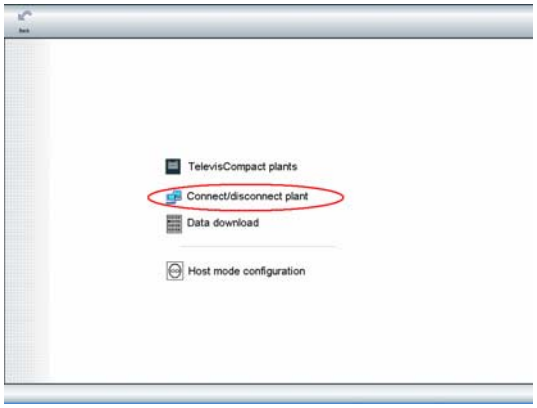
Click "Add".

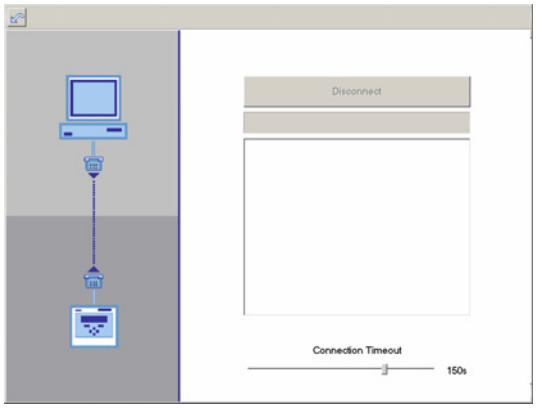
Provide the setup data.

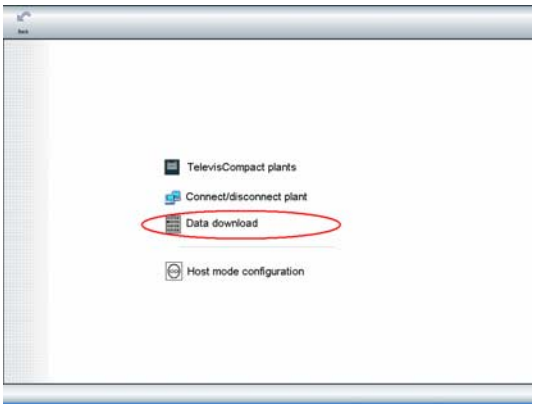
IMPORTANT!!
The user profile name created for the IDM module must match the plant name.

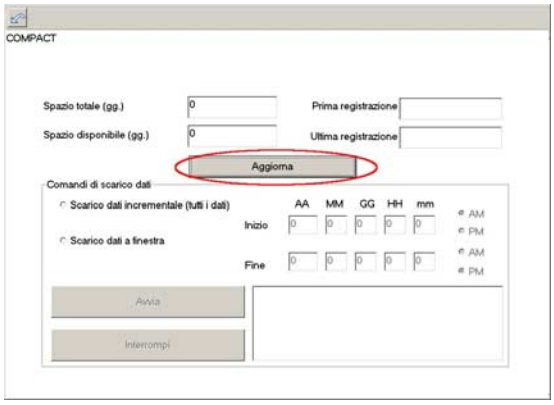
After you have created the profile, move it to the list of active profiles by clicking “Add to List of Active Profiles”.

To allow Televis**Twin** to correctly manage a Televis**Compact** plant, it is necessary to connect to it and request the download of some data.









If this operation is not performed, alarms with the device name ******* are displayed.

If the physical/logical parameters of the network (change of devices, names...) change, repeat the operations described above to refresh the network in Televis**Twin**.

6.2. Configuring IDM2

Installation

Insert the setup CD-ROM, select "My Computer" and open the setup CD by right clicking the CD/DVD drive that contains the set-up CD and selecting "Open". Browse for folder “IDM2-setup” on the CD, open the sub-folder named “SERVER” and copy files “IDM2CENTRE.exe” and “IDM2.dat” in the target folder of Televis**Twin** (default setting C:\Program Files\TWIN\).

LIMITATIONS

None of the alarms can contain the text "Forced End"

DISCLAIMER

ELIWELL CONTROLS srl shall not be liable for damages originating from the installation/use of the software that do not comply with the instructions of this manual.

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