

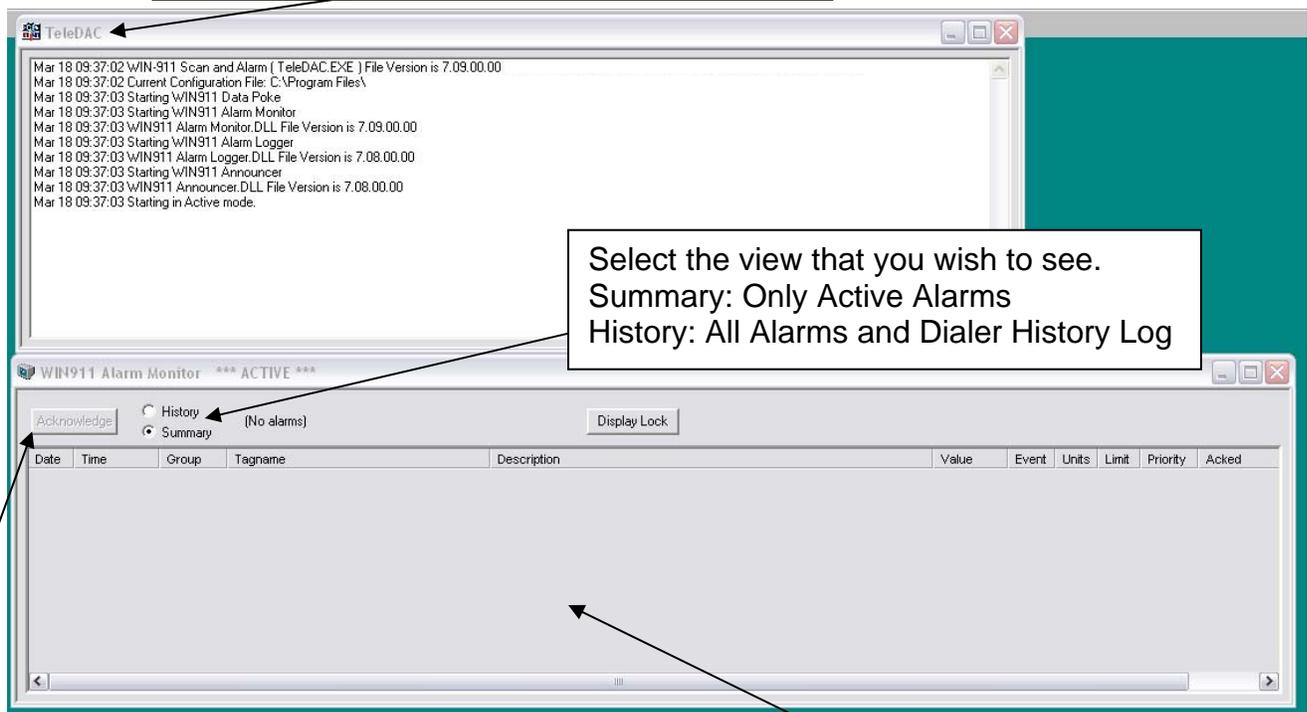
Purpose : To explain how to properly add operators to the call list, change the order of the call list, and how to bypass individual alarms.

Requirements: SCADA computer must have Specter Instruments Win-911 Scan and Alarm installed and configured for alarming.

- Part A: Overview of WIN-911 Software.
- Part B: Add an Operator to the Phone Book.
- Part C: Change the Order of the call out list.
- Part D: Bypass individual Alarms.
- Part E: Dial out Script and Procedure

Part A Overview

The TeleDAC Window is a Status window and keeps a record of the start up process. If there is an error during start up it will be listed here.



Select the view that you wish to see.
Summary: Only Active Alarms
History: All Alarms and Dialer History Log

This Acknowledge button will acknowledge all the current Alarms

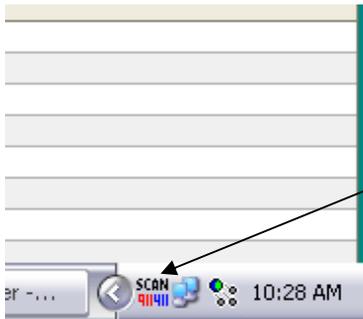
The alarm monitor shows the Summary or the alarms that currently active. The History shows the log of the alarms that became active, returned to normal, acknowledged and the dialer history.

Date	Time	Group	Tagname	Description	Value	Event	Units	Limit	Priority	Acked	Internal Tagname
03/18	10:14:45 AM	ALARMS	WET_WELL_HI_HI_LVL_HMI_ALM	WET WELL HIGH HIGH LEVEL FLOAT	ALARM	*ALM*			High		WET_WELL_HI_HI_LVL_H
03/18	10:14:51 AM	ALARMS	WET_WELL_LO_LO_LVL_HMI_ALM	WET WELL LOW/LOW LEVEL FLOAT	ALARM	ALM			High		WWindows WWET_WELL_LO_LO_LVL
03/18	10:15:02 AM	ALARMS	RAW_WTR_P4_VFD_FAIL_HMI_ALM	RAW WATER PUMP 4 VFD FAIL	NORMAL	> ALM			High		RAW_WTR_P4_VFD_FA

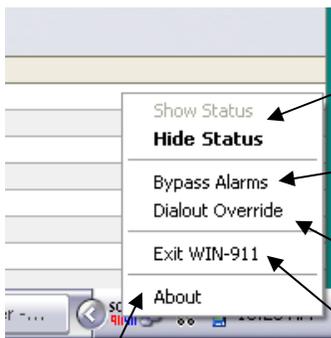
The **Red Line with White Text** represents that there is an alarm Currently Active and has NOT been acknowledged.

The **White Line with Red Text** represents that there is an alarm Currently Active and HAS been acknowledged.

The **Green Line with White Text** represents that there WAS an active alarm and the alarm has Returned To Normal but has NOT been acknowledged



Right click the SCAN 911411 Icon in the taskbar next to the clock in the bottom right corner. This will bring up the Win-911 menu.



Show/Hide Status will toggle the TeleDac window on and off.

Bypass Alarms will bring up the Bypass Alarms Dialog Box Explained in Part D of this document

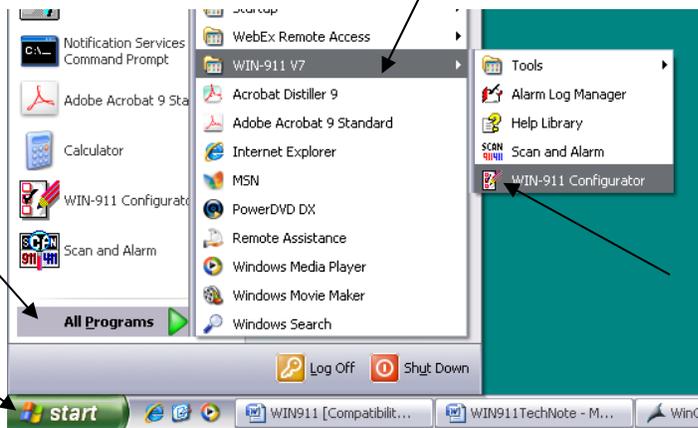
Dialout Override SHOULD NEVER BE USED

Exit WIN-911 Will close this application

About Displays the version of the software

Part B

Add an Operator to the Phone Book



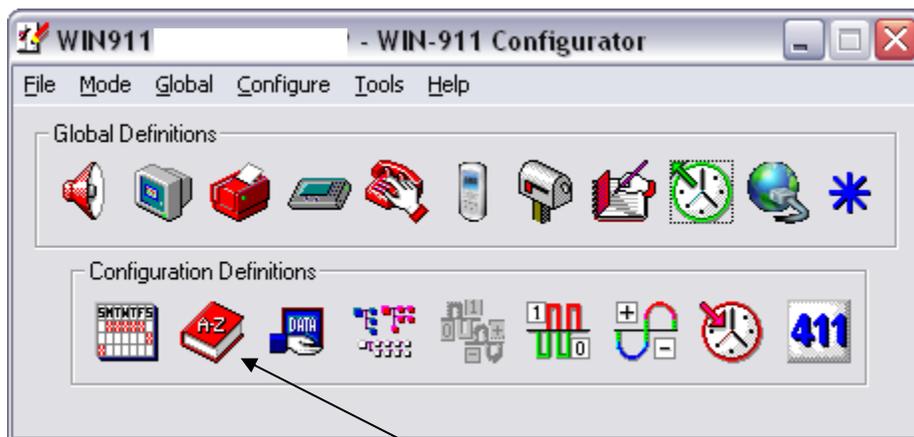
Step 1: Open the WIN-911 Configurator

Press the Windows Logo Key on the Keyboard to open the Windows Start Menu.

Hover over All Programs

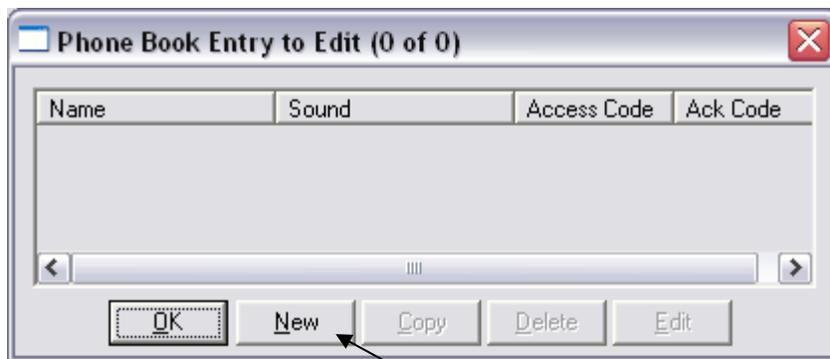
Hover over WIN-911 V7

Then Click WIN-911 Configurator

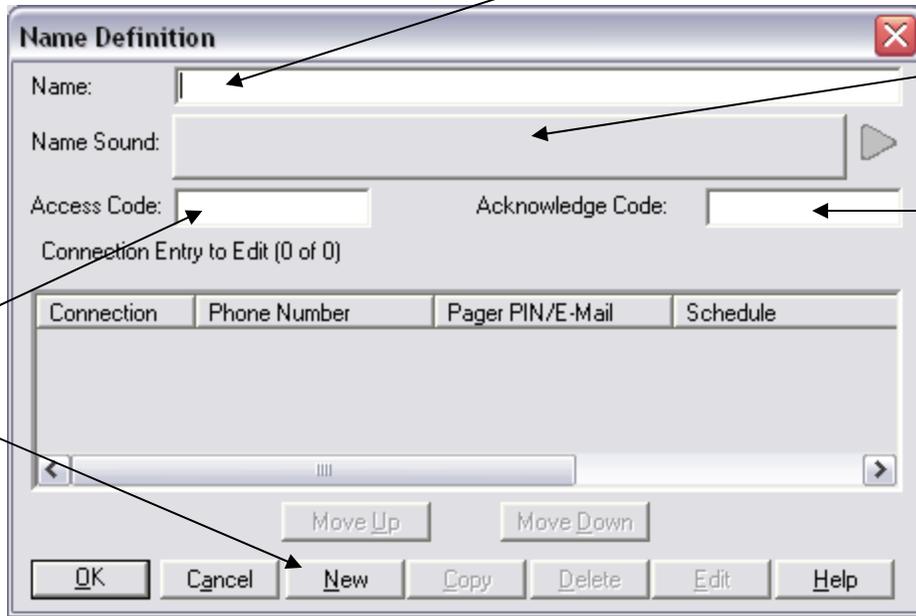


Step 2:
Open the Phone Book

Click the Phone Book Icon



Step 3:
Click New



Step 4:

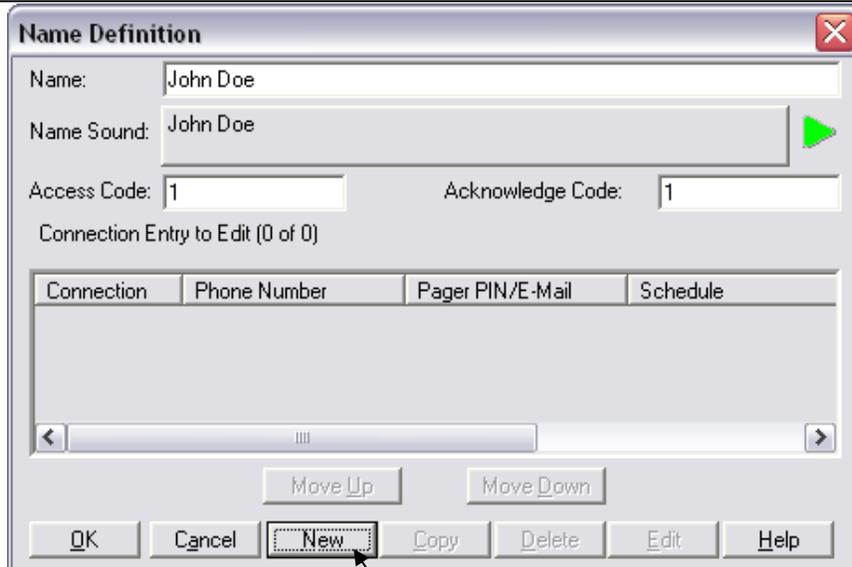
Enter the name of the operator you wish to add to the phone book.

Click the Name Sound Box, After clicking the Name Sound Box it should populate with the name entered in the Name text box. Press OK when the Sound Dialog box opens.

Enter the desired Access Code

Enter the desired Acknowledge Code

Click New



Connection Definition

Connection: Voice

Phone Number: 14024673750

N/A:

Duty Schedule: Always (24 hours - all week)

Number of Retries: 0

Delays

Between Retries: 0 Minutes

Between same connection type: 1 Minutes

OK Cancel Help

Step 5:

Select the drop down arrow on the connection text box and select Voice

Enter the Phone Number of the operator. Make sure that you enter the number correctly. Be aware if you have to enter 1+Area Code, or 9 to access an outside line.

Select the drop down arrow on the Duty Schedule and Select Always (24 Hours – All Week)

Number of Retries should always be 0

Delays: Between Same Connection Type: this setting is the delay between calls. This setting should be the same for every caller in the phone book.

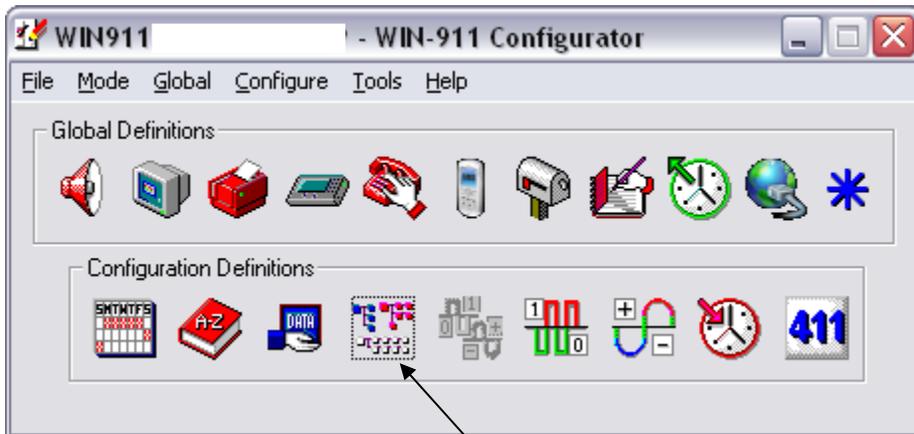
Click OK on the Connection Definition Window

Click OK on the Name Definition Window

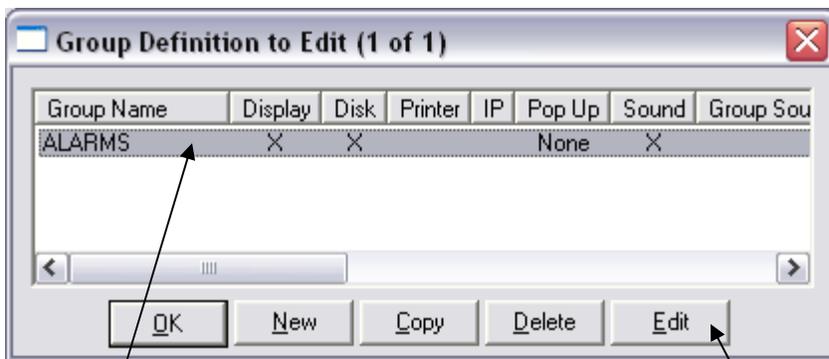
Click OK on the Phone Book Entry Window

Part C

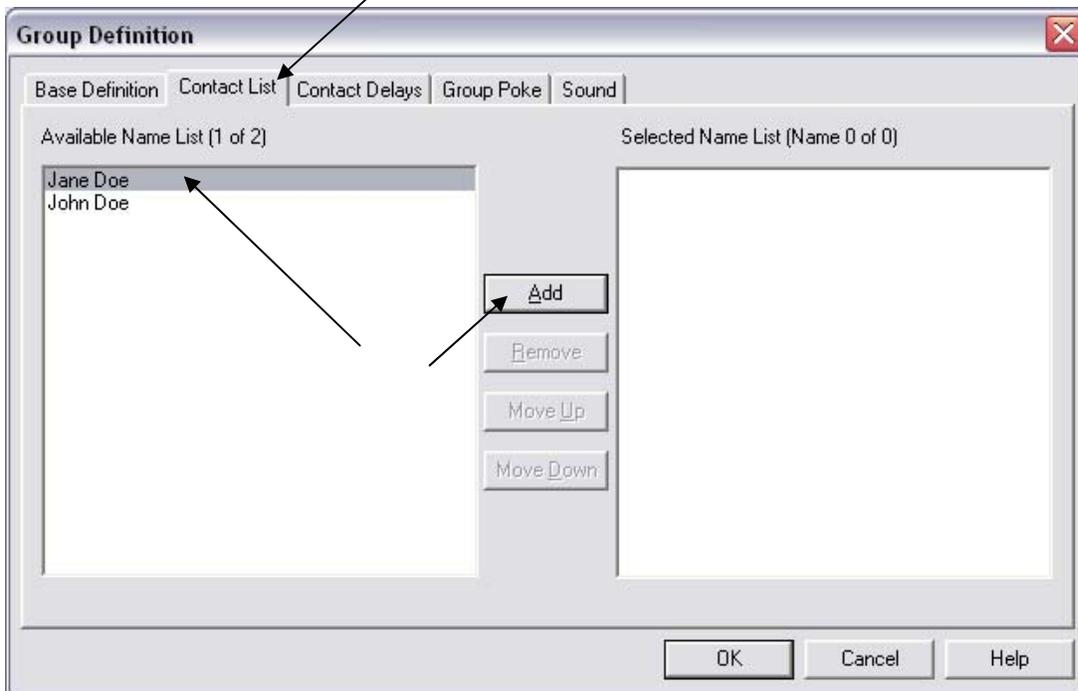
Change the Call Order List



Press the "Dots" Button.



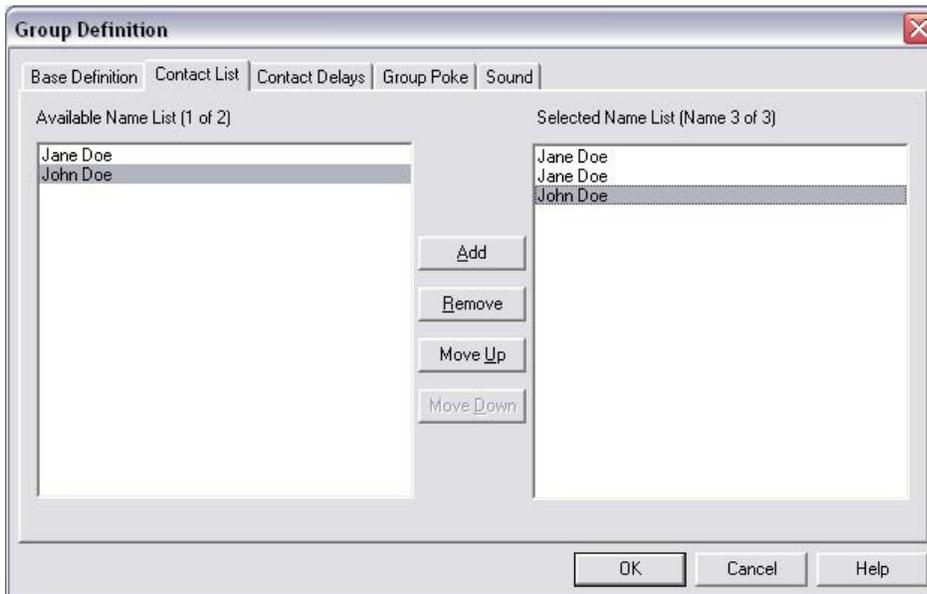
Select the Group that you wish to edit.
Then press the EDIT button.



Select the Contact List Tab

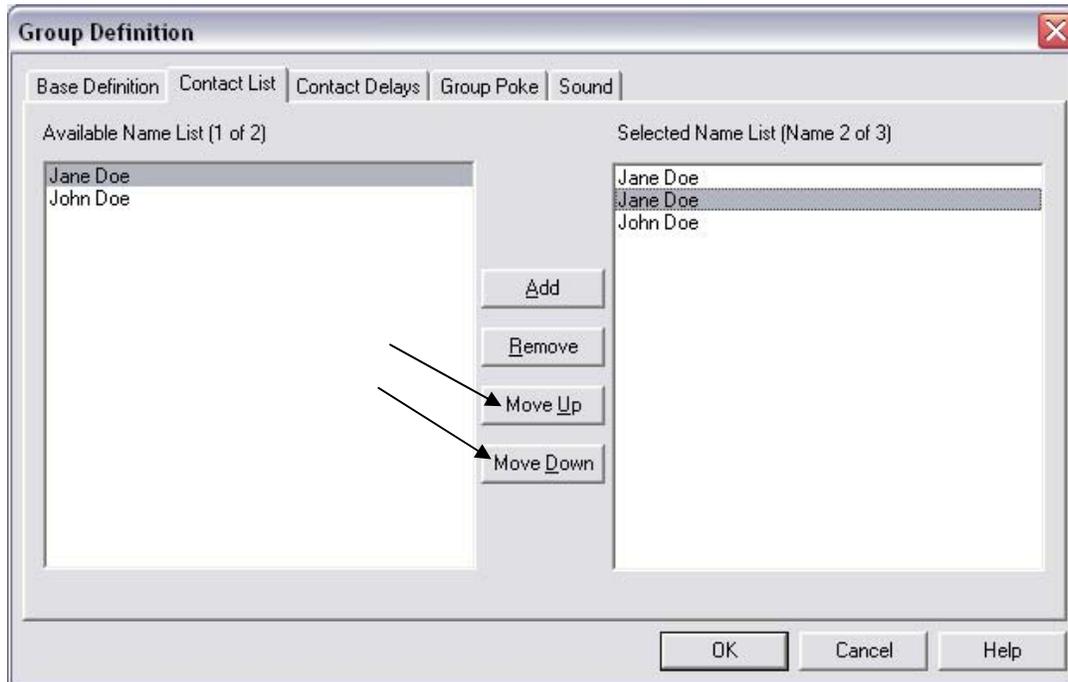
Then Select the name you wish to add to the call list on the Left and Click Add

This will move the name from the left list to the right list



If you wish the Dialer to call the same person more than once then add that person's name as many times as you wish.

In the example to the left the dialer will call Jane twice then John



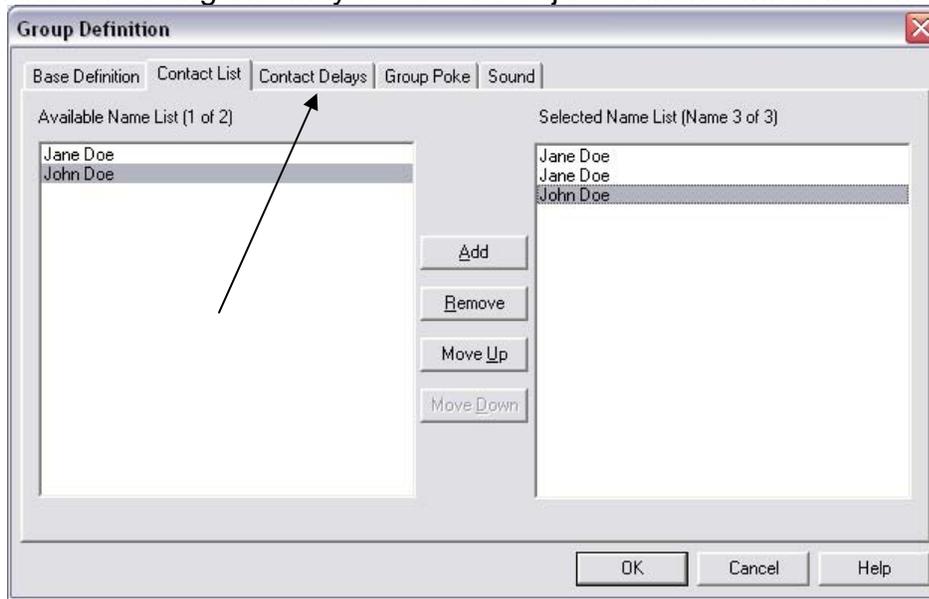
To move a name up or down in the call out list.

Select the name you wish to move up or down then select the respective button.

Once the List on the left is configured correctly press OK on the Group Definition Window.

Press OK on the Group Definition to Edit Window.

Another setting that may need to be adjusted in this window is the Contact Delays.



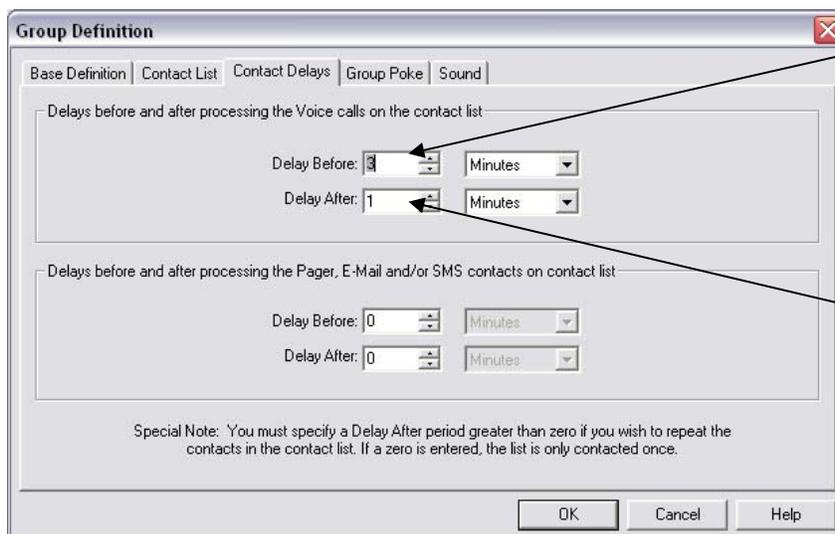
Select the Contact Delays Tab

Delay Before: This setting is the amount of time that the dialer waits before calling out the first Caller with the active Alarm.

(Delay Between Calls is set up in the Phone Book)

Delay After: Once the dialer reaches the last entry in the call out list this setting is the amount of time that the dialer waits before starting the call out list again.

Special Note: You must specify a Delay After period greater than Zero
If you specify a Zero Delay After setting the call out list is only called ONCE then STOPS.



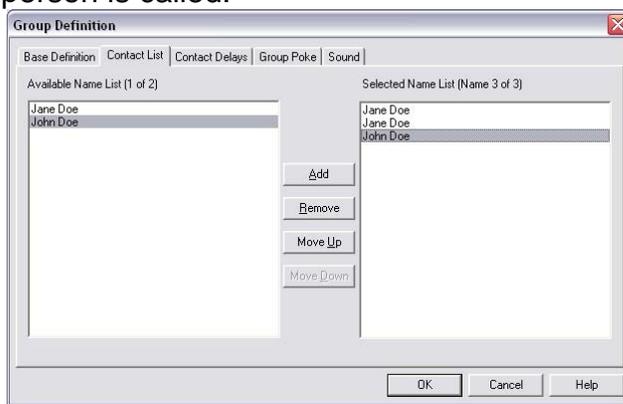
RECAP of settings for this Example



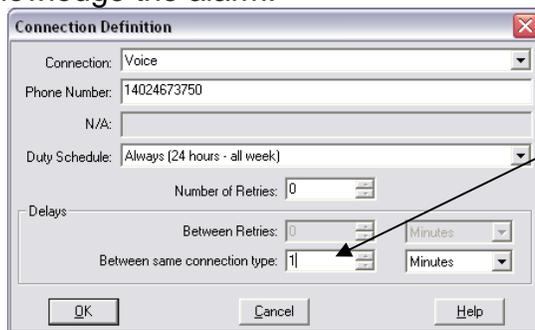
An Alarm Condition becomes True.



The dialer waits 3 min.
After 3 Min the first person is called.



Jane Doe is called.
Jane Doe does not acknowledge the alarm.



The Dialer Waits 1 Min.
Jane Doe is called again.
Jane Doe does not acknowledge the alarm.
The Dialer waits 1 Min.
John Doe is called.
John Doe does not acknowledge the alarm.

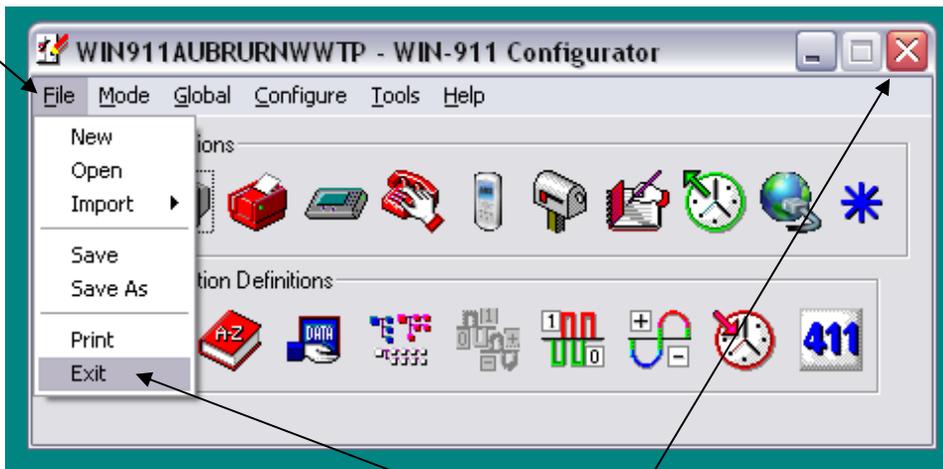


The Dialer waits 1 Min
Then the Dialer starts over and calls the first person in the list again.

Once you have completed all of changes to the WIN-911 Configurator you must save the changes that you have made.



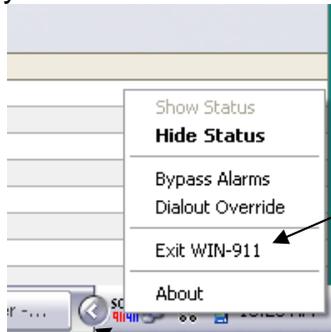
On the Win-911 Configurator window
Select File
Then Save



On the Win-911 Configurator window
Select File
Then Exit OR Click the Red X

Please Note: The changes that you have made to the WIN-911Configurator will not take effect until Win-911 Scan and Alarm program has been restarted OR the computer has been restarted.

The changes that you have made to the Win-911 Configurator have not taken effect yet you must exit Win-911 or restart the computer.

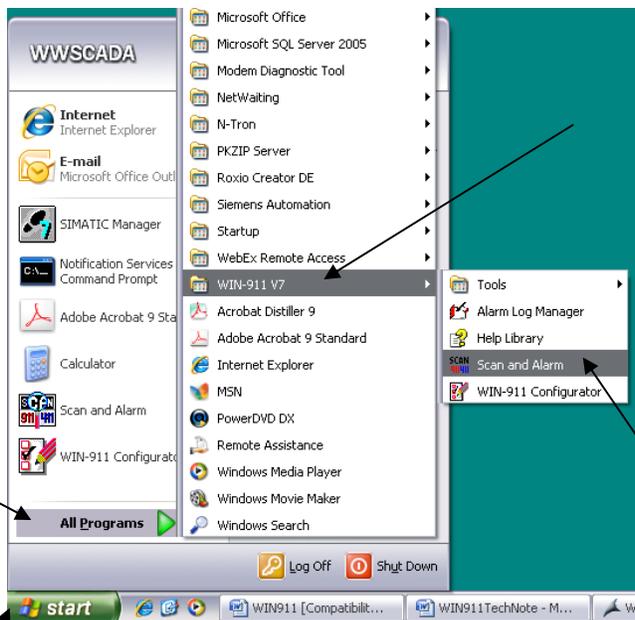


Then click Exit WIN-911

Right click the SCAN 911411 Icon in the taskbar next to the clock in the bottom right corner. This will bring up the Win-911 menu.

This will close the WIN911 Alarm monitor. Please wait for the Program to close.

Once the Program is completely closed Start the Win-911 program.



Open the WIN-911 Scan and Alarm

Press the Windows Logo Key on the Keyboard to open the Windows Start Menu.

Hover over All Programs

Hover over WIN-911 V7

Then Click Scan and Alarm

This will Start the Win911 Alarm Monitor Program and the changes that you have made are now implemented.

Part D

Bypass Individual Alarms

Occasionally your system may trigger a nuisance or false alarm, in this case this software has the ability to bypass an individual alarm.

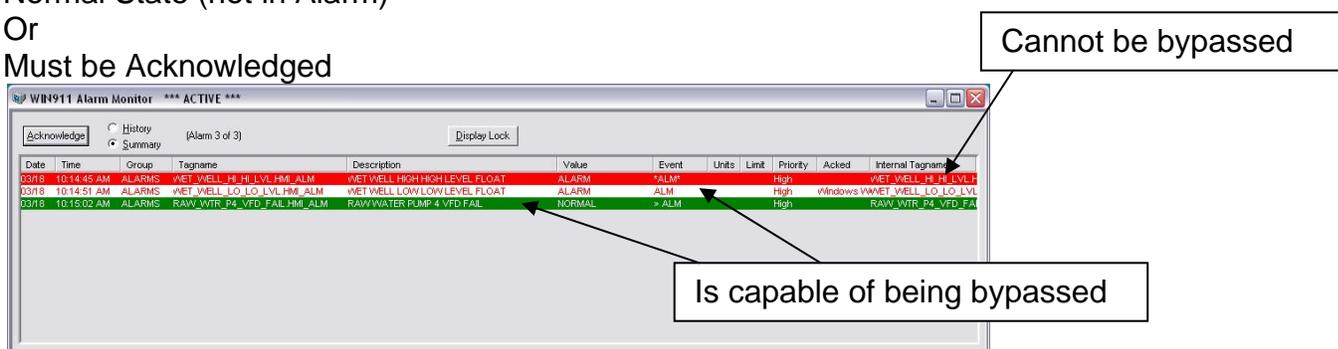
Please Note: The alarms that you bypass will no longer be monitored and if it is a critical alarm to your system then bypassing the alarm could potentially cause an unwanted action in your system.

Once the alarm has been corrected then Restore the alarm so that is being monitored.

Before you can bypass an alarm the alarm must be in a Normal State (not in Alarm)

Or

Must be Acknowledged



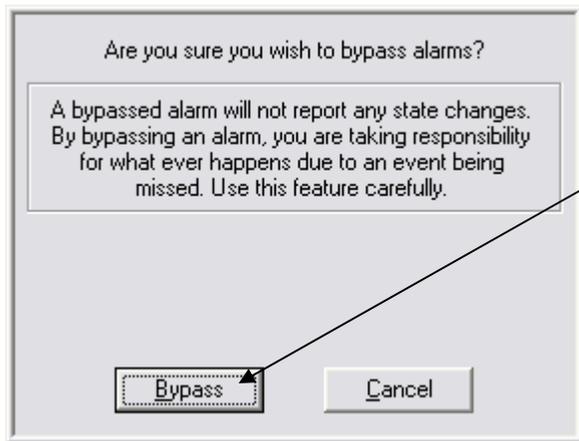
STEP 1: Write down the tag name that you wish to bypass and the group that that alarm is in. To find the tag name open the WIN-911 Alarm Monitor and find the tagname under the tagname column.

In this example we will bypass Wet Well Low Low Level Alarm which is in the ALARMS group.

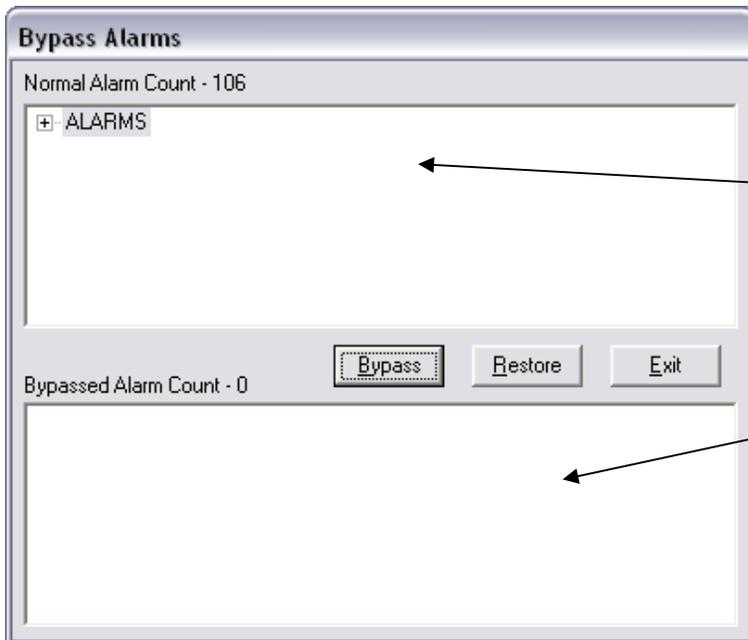


Then click Bypass Alarms

Right click the SCAN 911411 Icon in the taskbar next to the clock in the bottom right corner. This will bring up the Win-911 menu.



Then click Bypass



The Top area holds all the alarms that are being monitored for an alarm condition.

The bottom area is a list of the alarms that are bypassed and are NOT being monitored for an alarm condition.

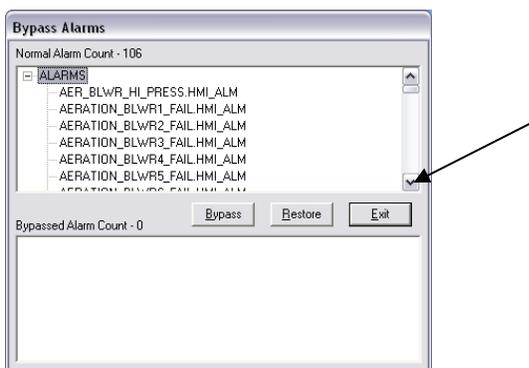
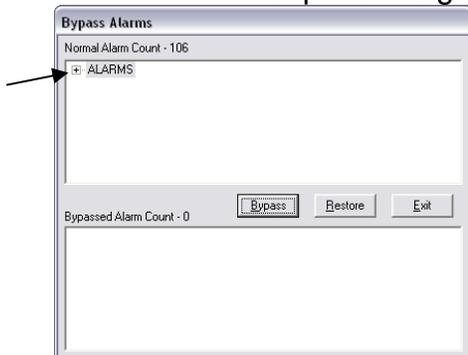
Step 2:

Example

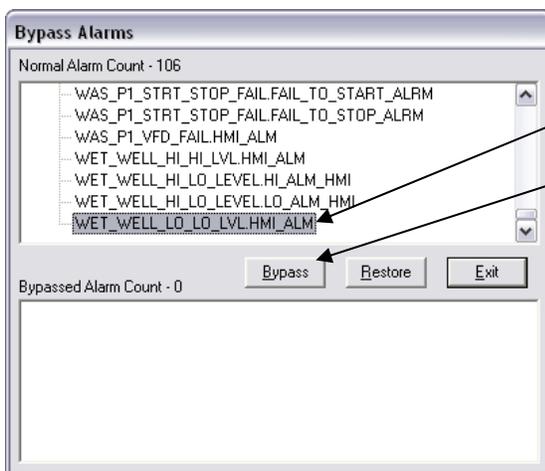
Group = ALARMS

Tagname = WET_WELL_LO_LO_LVL.HMI_ALM

Find the group that you wrote down from Step 1 and click the + sign next to the group name. This will expand the group list.



Scroll through this list and find the tag that you wrote down from Step 1

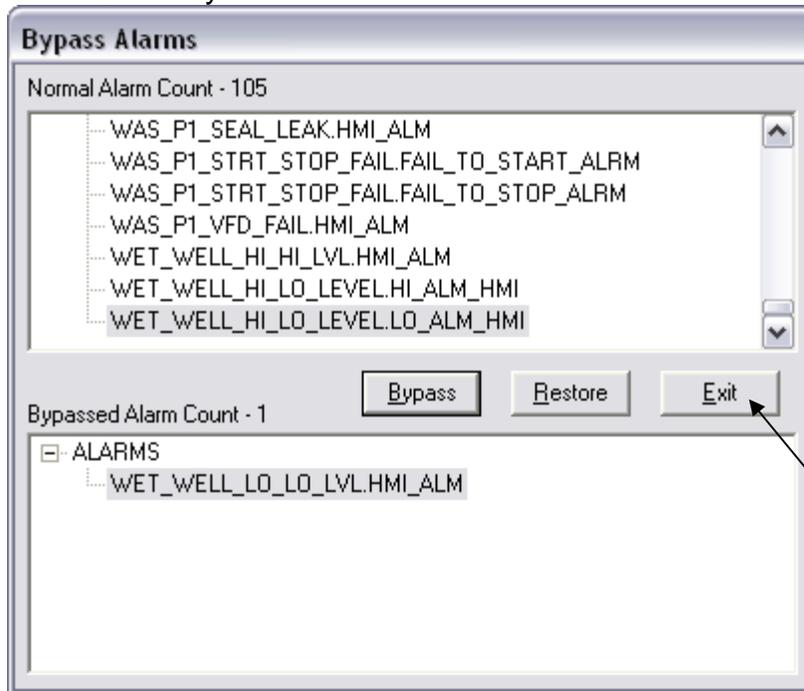


Click the tag to Highlight it.

Then click Bypass

Once you click Bypass the tag will be removed from the top list and it will move to the bottom list.

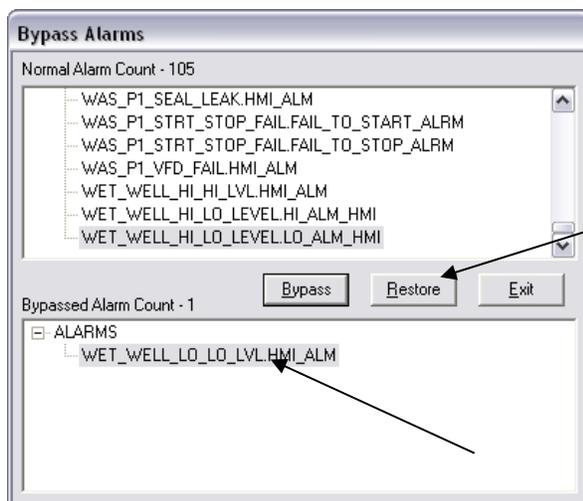
Notice that the Normal Alarm Count decremented by 1 and the Bypassed Alarm Count incremented by 1.



After you have bypassed all the alarms that you wish to bypass click Exit.

You have successfully bypassed this alarm and this alarm will no longer call out in the alarm dialer.

Once the Alarm has been corrected and you want it to be monitored for alarm then you must restore it back to the Normal Alarm TOP window.



Click the tag that you wish to restore in the BOTTOM window and it will be highlighted

Then click Restore.

This will remove the tag from the bottom list and move it to the top list. This tag is now being monitored for alarm and will call you out again when it is in an alarm state.

Part E

Dial out Script and Procedure

Legend

Spoken by the Alarm Dialer

Note

++++Operator Action++++

Optional Features

When you answer the phone and she is mid sentence, please wait a few moments and she will begin the opening phrase over again.

Hello, this is the "CITY" Alarm Dialer

Please enter your access code followed by the pound key

Enter your Access Code after she is done speaking

YOUR ACCESS CODE IS SETUP IN THE PHONE BOOK

++++ Press 1 # +++++

She then will tell you all of the alarms that are currently active.
(Active Alarms)

Press * (Star) to repeat message (Repeats the list of current Alarms)

++++ Press * +++++

OR

Press Any other key to continue.

++++ Press 1 +++++

Press * or 1 after she is done speaking

To acknowledge all current alarms

Enter your alarm acknowledgement code followed by the pound key

ACKNOWLEDGEMENT CODE IS SETUP IN THE PHONE BOOK

Name Definition

Name: John Doe

Name Sound: John Doe

Access Code: 1 Acknowledge Code: 1

Connection Entry to Edit (0 of 0)

Connection	Phone Number	Pager PIN/E-Mail	Schedule

Move Up Move Down

OK Cancel New Copy Delete Edit Help

++++ Press 1 # ++++

Alarms Acknowledged

****If reports are enabled on your alarm dialer then the following will be spoken****

Select the desired report number

++++ Press (report number) # ++++

Report : You Have Selected : "Report Description"

Press the pound key # to accept

++++ Press # ++++

(Current Report)

Press * (Star) to repeat message (Repeats the current report)

++++ Press * +++++

OR

Press Any other key to continue.

++++ Press 1 ++++

++++ Hang up the Phone +++++

OR Wait for her to say.

Thank You Goodbye

++++ Hang up the Phone +++++