AVIGILON™

Monitoring Operator Guide

Access Control Manager™

Version 6.50.0

Revisions

ACM Release	Description
Release 6.50	-

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Introduction

This guide provides an overview of the Monitoring Operator role as defined in the Avigilon Access Control Manager (ACM)™ software. This guide is meant to be used and referred to by those assigned the role of a Monitoring Operator within the ACM software.

Monitoring Operators monitor the system for any event activity. They are responsible for responding to events and alarms, and monitoring the hardware status of the system. For more information, see *Permissions and Rights* on page 41.

> **Note:** This guide does not define the role of a Monitoring Operator on all sites. Please contact your System Administrator for more details.

Monitoring Events

Events are defined as any activity that is reported between the ACM appliance and the hardware it oversees. An event includes all alarms, but not all events are alarms. Events can include changes in configuration, a report on door access, adding a new badge holder to the system, and more. In other words, any transfer of data within the system is an event.

To view the events:

1. Select **Monitor** > **Events**.
2. Click any of the following buttons:

> **Note:** Some of the buttons are disabled until you select an event that includes the relevant details.

- **Pause** button — Pauses the flow of events that are displayed on the page.
  The flow of events does not actually stop, the system simply pauses the display of live updates until you click **Resume**.
- **Resume** button — Restarts the flow of events that are displayed on the page.
  This button only appears when the flow of events is paused.
- **Clear** button — Temporarily clear all events from the screen. New events automatically begin to populate the list. To restore the cleared events, refresh the page.
- **Live Video** button — Displays live video that is associated with the selected event.
- **Recorded Video** button — Displays recorded video that is associated with the selected event.
- **Notes** button — Enter a new note or displays any previously saved notes for the selected event.
- **Instructions** button — Displays any instructions that should be completed when the event occurs. The instructions were added when the event was created.
- **Identity** button — Displays details about the person that triggered the selected event.
- **History** button — Displays a detailed history of this event.

- **Save Settings** button — Saves your current settings for this page. For example, the columns and order for this page.
- **Select Columns** button — Choose the information that you want displayed.

  Check the box for each column that you want to see, and clear the box for each column that you want hidden.

  Click and drag the columns to move them into the order you want.
- **Reconnect** button — Reconnects to the appliance.

  This button only appears if your browser has become disconnected from the appliance and an error is displayed.

Pause/Resume Events

The display of live event updates can be paused. This allows you to view and investigate a specific event without having to search for it. Once the event has been reviewed, the display of live event updates can be resumed.

Follow the steps below to pause and resume events.

1. Click **Monitor** to access the Monitor Events page. For more detail see *Monitoring Events* on the previous page.
2. Click **Pause** to pause the flow of events that are displayed on the page.

   The flow of events does not actually stop, the system simply pauses the display of live updates until you click **Resume** (this button only appears when the flow of events is paused).
3. Click **Resume** to restart the flow of events that are displayed on the page.

   The list of events will resume updating.

Clear Events

Follow the steps below to clear all displayed events.

1. Click **Monitor** to access the Monitor Events page.
2. Click **Clear** to temporarily clear all events from the screen.

   The list will be cleared. New events automatically begin to populate the list.

> **Note:** This does not delete the events, it just removes the existing events from the view. To restore the cleared events, refresh the page.

View Live Video

Live video that is associated with a selected event can be displayed from the Monitoring Events page. For example, if an unusual event occurs, the live video can be viewed to observe the event and determine if any actions need to be taken.

Follow the steps below to view live video.

1. Click **Monitor**. The Monitor Events page displays (for more information, see *Monitoring Events* on the previous page).
2. Select an event from the list.

   Only events or alarms with an icon will have video.

3. Click **Live Video** to display live video that is associated with the selected event. (This button only displays if video is available for this event.)

   The Monitor Screen - Live Video window displays. View the live video in this window.

   If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

View Recorded Video

Recorded video that is associated with a selected event can be displayed from the Monitoring Events page. For example, if an unusual event occurred the previous day, the recorded video can be viewed to observe event and determine if any actions need to be taken.

Follow the steps below to view live video.

1. Click   **Monitor**. The Monitor Events page displays (for more information, see *Monitoring Events* on page 6).
2. Select an event from the list.

   Only events or alarms with an   icon will have video.
3. Click **Recorded Video** to display recorded video that is associated with the selected event. (This button only displays if video is available for this event.)

   The Monitor Screen - Recorded Video window displays. View the video in this window.

   If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

Create Event Notes

Notes can be added and viewed for all events that occur in the system. For example, if an observation is made on an event, a note can be made for that event.

Follow the steps below to create event notes.

1. Click   **Monitor** to access the Monitor Events page.
2. Select the event that you want to create notes for.
3. Click **Notes** to create notes for the selected event.

   The Monitor Screen - Notes Window will display.
4. Enter text in the **New Note** field.
5. Click   to save the new note.

   The note will display in the list below the **New Note** section. The date, Operator and note will display in this list.
6. Close the dialog box.

View Event Notes

Notes that are associated with an event can be displayed from the Monitor Events page. For example, if another user created a note for an event, you can view the note to get more information about the event.

Follow the steps below to view event notes.

1. Click 🔔 **Monitor** to access the Monitor Events page (for more information, see *Monitoring Events* on page 6).

2. Select the event that you want to view notes for. (Events with notes will display with 📄 in the **Icon** column.)

3. Click **Notes** to view notes for the selected event. (Alternatively clicking 📄 will do the same thing.)

   The Monitor Screen - Notes Window will display. Existing notes will display as a list below the **New Note** section. The date, Operator and note will display in this list.

View Event Instructions

Instructions can be viewed for a selected event. The instructions tell the operator what actions need to be taken when the event occurs. For example, if a user is denied access to a certain area, the action may be to review their identity, and determine if they have permission to access the area.

Follow the steps below to view event instructions. The instructions were added when the event was created.

1. Click 🔔 **Monitor** to access the Monitor Events page (for more information, see *Monitoring Events* on page 6).

2. Select the event that you want to view instructions for. (Events with instructions will display with 📄 in the **Icon** column.)

3. Click **Instructions** to view instructions for the selected event.

   The Monitor Screen - Instructions Window will display. View the instructions in the table that displays.

4. Close the window to return to the Monitor Events page.

View Event Identity Details

Follow the steps below to view event identity details.

1. Click 🔔 **Monitor** to access the Monitor Events page (for more information, see *Monitoring Events* on page 6).

2. Select the event that you want to view identity details for.

3. Click **Identity** to view identity details for the selected event.

   The Monitor Screen - Identity Window will display.

4. View the details (e.g. Last Name, First Name, Title, etc.).

5. Close the window to return to the Monitor Events page.

View Event History

Follow the steps below to view event history.

1. Click 🔔 **Monitor** to access the Monitor Events page (for more information, see *Monitoring Events* on page 6).

2. Select the event that you want to view history for.

3. Click **History** to view history for the selected event.

   The Monitor Screen - History Window will display.

4. View the history details.

5. Close the window to return to the Events list.

Change Events List Settings

Follow the steps below to change the settings of the events list.

1. Click **Monitor** to access the Monitor Events page.

   The list displays in date order, with the most recent events at the top of the list.
2. If you want to re-sort the order of the list:
   - Click in the heading of the column to sort by (e.g. Priority). The list will sort in ascending order based on that column (e.g. ascending order of priority).
   - To change the sort order to descending, click the column heading again.
3. If you want to re-sort the order of the columns, click on the column you want to move then drag and drop this to it's new location.
4. If you want to add or remove columns, click **Select Columns** and:
   - Click beside the Column name of any columns to be added so that a check mark displays.
   - Click beside the Column name of any column to be deleted so that a check mark no longer displays.
5. Click **Save Settings** if you want to save the new settings.

   A message box displays with the message ACM Notification. Successfully saved.'.

Reconnect to Events List

Follow the steps below to reconnect to the ACM appliance.

1. Click **Monitor** to access the Monitor Events page (for more information, see *Monitoring Events* on page 6).

   If your browser loses connectivity with ACM appliance the **Reconnect** button displays.
2. Click **Reconnect** to reconnect.

Monitoring Alarms

Alarms that occur in the system are listed in the Monitor Alarms page as they occur (accessed through selecting **Monitor > Alarms**).

An alarm occurs when the system senses an unusual event such as a forced or held door. Each alarm needs to be reviewed and responded to. Information on the alarm can be viewed, along with any available video. After an alarm has been acknowledged, it is moved to the list of acknowledged alarms. This list allows users to view past alarms and clear them from the system.

To review and acknowledge alarms, select one or more alarms from the Unacknowledged Alarms list then click one of the following buttons:

> **Note:** Some of the buttons are disabled until you select an event that includes the relevant details.

- **Acknowledge** — Click this button to acknowledge one or more selected alarms. The selected alarms are moved to the Acknowledged Alarms list.
- **Acknowledge All** — Click this button to acknowledge all alarms that are currently active and unacknowledged.
- **Live Video** — Click this button to display live video associated with the selected alarm.
- **Recorded Video** — Click this button to display recorded video associated with the selected alarm.
- **Notes** — Click this button to enter a new note or display any previously saved notes for the selected event.
- **Instructions** — Click this button to display any instructions that should be completed when the alarm occurs. The instructions were added when the event was created.
- **Identity** — Click this button to display details about the person that triggered the selected alarm.
- **History** — Click this button to display a detailed history of this alarm.
- **Assign** — Click this button to assign one or more selected alarms to a specific operator.
- **Save Settings** — Click this button to save your current settings for this page. For example, the columns and order for this page.
- **Sound Off** — Click this button to mute any alarm sounds on the device used to monitor Alarms.

  When sound is muted, the button changes to **Sound On**. Click this button to turn the sound back on.
- **Select Columns** — Click this button then choose the information that you want displayed.

  Check the box for each column that you want to see, and clear the box for each column that you want hidden.

After an alarm has been acknowledged, the alarm is added to the Acknowledged Alarms list. You can clear the alarms from the list as needed.

> **Note:** Some of the buttons are disabled until you select an event that includes the relevant details.

- **Clear** — Click this button to clear one or more acknowledged alarms from the list.
- **Clear All** — Click this button to clear all alarms from the Acknowledged Alarms list.
- **Select Columns** — Click this button then choose the information that you want displayed.

    Check the box for each column that you want to see, and clear the box for each column that you want hidden.

Acknowledge Alarms

When an alarm occurs in the system, an action must be taken. Once the alarm is resolved, it must be acknowledged. This tells the other users of the system that the alarm has been dealt with and is not a problem.

Follow the steps below to acknowledge alarms.

1. Click 🚨 **Monitor > Alarms**.
2. To acknowledge a single alarm:
    - Select the alarm in the Unacknowledged Alarms list.
    - Click **Acknowledge**. The alarm will move to the **Acknowledged Alarms** list.
3. To acknowledge multiple alarms:
    - Select the first alarm in the Unacknowledged Alarms list.
    - If the alarms to be acknowledged are consecutive in the list, click on the first entry, then hold SHIFT down and click on the last entry.
    - If the alarms to be acknowledged are not consecutive, click on the first entry, then hold CTRL down and click on each entry.
    - Click **Acknowledge**. The alarms will move to the **Acknowledged Alarms** list.
4. To acknowledge all alarms, click **Acknowledge All**. The alarms will move to the **Acknowledged Alarms** list.

Assign Alarms

You can assign an alarm to an operator. After the alarm is assigned, you can see details about the alarm and its assignment.

You can add the Assignee column to the current display using the Select columns drop-down on the **Monitor > Alarms** page.

To assign one or more alarms:

1. Click **Monitor > Alarms**. The Monitor Alarms page displays (for more information see *Monitoring Alarms* on the previous page).
2. Click on one or more alarms.

    To select a series of alarms, click the first alarm then **Shift** + click the last alarm in the series. To select non-contiguous alarms, **Ctrl** + click the alarms you want to select.
3. Click **Assign**.
4. Select an operator from the drop-down list.
5. Click **Save**.

    You can see the list of alarm assignments. You can also change or remove the assignee as needed.

View Live Video (Alarms)

Live video that is associated with a selected alarm can be displayed from the Monitoring Alarms page. For

example, if an alarm occurs, the live video can be viewed to observe the alarm and determine if any actions need to be taken.

Follow the steps below to view live video from the Monitor Alarms page.

1. Click **Monitor > Alarms**. For more information see *Monitoring Alarms* on page 11.

2. Select an alarm from the list.

   Only events or alarms with an icon will have video.

3. Click **Live Video** to display live video that is associated with the selected alarm. This button only displays if video is available for this alarm.

   The Monitor Screen - Live Video window displays. View the live video in this window.

   If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

View Recorded Video (Alarms)

Recorded video that is associated with a selected alarm can be displayed from the Monitoring Alarms page. For example, if an alarm occurred the previous day, recorded video can be viewed to observe the alarm and determine if any further actions need to be taken.

Follow the steps below to view recorded video from the Monitor Alarms list.

1. Click **Monitor > Alarms**. The Monitor Alarms page displays (for more information see *Monitoring Alarms* on page 11).

2. Select an event from the list.

   Only events or alarms with an icon will have video.

3. Click **Recorded Video** to display live video that is associated with the selected event. (This button only displays if video is available for this event.)

   The Monitor Screen - Recorded Video window displays. View the video in this window.

   If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

Create Event Notes (Alarms)

Notes can be added and viewed for all alarms that occur in the system. For example, if an observation or action is made on an alarm, a note can be created to document the details.

Follow the steps below to create event notes from the Monitor Alarms page.

1. Click **Monitor > Alarms**. The Monitor Alarms page displays. For more information see *Monitoring Alarms* on page 11.

2. Select the event that you want to create notes for.

3. Click **Notes** to create notes for the selected event.

   The Monitor Screen - Notes Window will display.

4. Enter text in the **New Note** field.

5. Click to save the new note.

   The note will display in the list below the **New Note** section. The date, Operator and note will display

in this list.
6. Close the dialog box.

View Event Notes (Alarms)

Notes that are associated with an alarm can be displayed from the Monitor Alarms page. For example, if another user created a note for an alarm, you can view the note to get more information about the alarm.

Follow the steps below to view event notes from the Monitor Alarms page.

1. Click **Monitor > Alarms**. The Monitor Alarms page displays. For more information see *Monitoring Alarms* on page 11.

2. Select the event that you want to view notes for. Events with notes will display with in the **Icon** column.

3. Click **Notes** to view notes for the selected event. Alternatively clicking will do the same thing.

   The Monitor Screen - Notes Window will display. Existing notes will display as a list below the **New Note** section. The date, Operator and note will display in this list.

4. Close the dialog box to return to the Monitor Alarms page.

View Event Instructions (Alarms)

Instructions can be viewed for a selected alarm. The instructions tell the operator what actions need to be taken when the alarm occurs. For example, if an alarm occurred, the instruction could be to investigate the alarm and write a note describing the situation.

Follow the steps below to view event instructions from the Monitor Alarms page. The instructions were added when the event was created.

1. Click **Monitor > Alarms** to access the Monitor Alarms page displays. For more information see *Monitoring Alarms* on page 11.

2. Select the event that you want to view instructions for. (Events with instructions will display with in the **Icon** column.)

3. Click **Instructions** to view instructions for the selected event.

   The Monitor Screen - Instructions Window will display. View the instructions in the table that displays.

4. Close the window to return to the Monitor Alarms page.

View Event Identity Details (Alarms)

Follow the steps below to view event identity details from the Monitor Alarms page.

1. Click **Monitor > Alarms**. The Monitor Alarms page displays. For more information see *Monitoring Alarms* on page 11.

2. Select the event that you want to view identity details for.

3. Click **Identity** to view identity details for the selected event.

   The Monitor Screen - Identity Window will display.

4. View the details (e.g. Last Name, First Name, Title, etc.).

5. Close the window to return to the Monitor Alarms page.

View Event History (Alarms)

Follow the steps below to view event history from the Monitor Alarms page.

1. Click **Monitor > Alarms** to access the Monitor Alarms page. For more information see *Monitoring Alarms* on page 11.
2. Select the event that you want to view history for.
3. Click **History** to view history for the selected event.

    The Monitor Screen - History Window will display.
4. View the history details.
5. Close the window to return to the Monitor Alarms page.

Change Alarms List Settings

Follow the steps below to change the settings of the alarms lists on the Monitor Alarms page.

1. Click **Monitor > Alarms** to access the Monitor Alarms page. For more information see *Monitoring Alarms* on page 11.

    The list displays in date order, with the most recent events at the top of the list.
2. If you want to re-sort the order of the list:
    - Click in the heading of the column to sort by (e.g. Priority). The list will sort in ascending order based on that column (e.g. ascending order of priority).
    - To change the sort order to descending, click the column heading again.
3. If you want to re-sort the order of the columns, click on the column you want to move then drag and drop this to it's new location.
4. If you want to add or remove columns, click **Select Columns** and do the following:
    - Click beside the Column name of any columns to be added so that a check mark displays.
    - Click beside the Column name of any column to be deleted so that a check mark no longer displays.
5. If you want to change the sound settings:
    - If the sound is on, click **Sound Off** to turn the sound off.
    - If the sound is off, click **Sound On** to turn the sound on.
6. Click **Save Settings** if you want to save the new settings.

    A message box displays with the message 'ACM Notification. Successfully saved.'

> **Note:** To reset default settings, select > **Clear Custom Layouts**. This resets all customized lists to their default setting.

Turning Sound On/Off

You will be notified of an alarm if you are not watching the Alarms page. This is a useful way for operators to keep track of incoming alarms. The alarm sound is defined by the event.

To turn the sound off:

- On the Alarms page, click the **Sound Off** button.

  The sound is muted and the **Sound On** button appears.
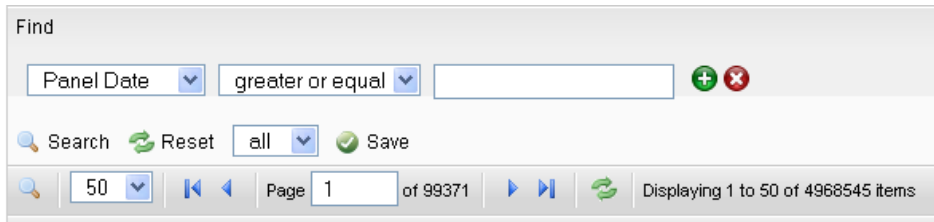
To turn the sound on:

- On the Alarms page, click the **Sound On** button.

  The sound is audible and the **Sound Off** button appears.

Searching for Events and Alarms

The number of alarms and event transactions can total into the thousands depending on the level of activity in your system. To find specific events, you can perform a search.

Searching for specific events allows you to easily find an event in the system. For example, searching for events can be used in situations where more information is needed on an event thought to be unusual or suspicious. Once an event has been found, information such as recorded video, or notes can be viewed.
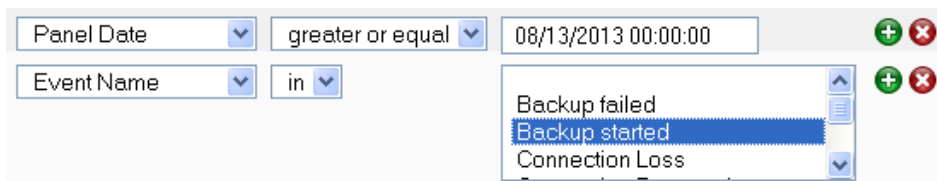
1. Select ⏰ **Monitor > Search**.

2. Scroll to the bottom of the page and click the 🔍 icon.

Figure 1: Search options

3. From the first drop down list, select the data type that you want to search. The options are:
   - Panel Date
   - Last Name
   - Card Number
   - Message
   - Event Name
   - Event Type
   - Source

4. From the second drop down list, select the appropriate argument for your search. The available arguments change depending on the selected data type. An argument may require you to make a selection, specify a date, or enter some text.

6. If you want to narrow your search further, click ➕ to add another search filter.

7. If you want to narrow your search, click ➕ to add another search filter.

8. Add as many search filters as you need to fulfill your search criteria.

9. When you have entered all your search criteria, click 🔍 **Search**. The search results are listed in the table above the search area.

10. Select any transaction from the search result and use the action buttons at the top of the page to see the details of the event.

View Camera (Search)

Live video that is associated with a selected event can be displayed from the Monitoring Search page. For example, if an event is found with live video associated with it, the operator can view the video and determine if any action needs to be taken.

Follow the steps below to view live video from a camera from the Events Search (Transactions) page.

1. Click 🚨 **Monitor > Search**.

2. Select an event from the list.

   Only events or alarms with an 📷 icon will have video. The icons are not displayed by default. For more information, see *Change Transactions List Settings* on page 20.

3. Click **Camera** to display live video that is associated with the selected event.

4. View the live video in this window.

   If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

View Recorded Video (Search)

Recorded video that is associated with a searched event can be displayed from the Monitoring Search page. For example, if an unusual event is found in the search results, the recorded video can be viewed to observe the event and determine if any actions need to be taken.

Follow the steps below to view live video from the Events Search (Transactions) page.

1. Click 🚨 **Monitor > Search**.

2. Select an event from the list.

   Only events or alarms with an 📷 icon will have video. The icons are not displayed by default. For more information, see *Change Transactions List Settings* on page 20.

3. Click **Recorded Video** to display recorded video that is associated with the selected event.

   > **Note:** An event with recorded video associated with it may display an error message if the recorded video is no longer available on the video recorder.

4. View the video in this window.

   If the window does not display any video in the image panel, you may need to change your browser settings to allow the display of insecure or mixed content. For more information, see the Help files for your browser.

Create Event Notes (Search)

Notes can be added and viewed for all events that occur in the system. For example, if an observation is

made on an event, a note can be created for that event.

Follow the steps below to create event notes from the Events Search (Transactions) page.

1. Click ![icon] **Monitor > Search**.
2. Select the event that you want to create notes for.
3. Click **Notes** to create notes for the selected event.

    The Monitor Screen - Notes Window will display.
4. Enter text in the **New Note** field.
5. Click ![icon] to save the new note.

    The note will display in the list below the **New Note** section. The date, Operator and note will display in this list.
6. Close the dialog box.

View Event Notes (Search)

Notes that are associated with an event can be displayed from the Monitor Search page. For example, if an event is found with an associated note, you can view the note to get more information about the selected event.

Follow the steps below to view event notes from the Events Search (Transactions) page.

1. Click ![icon] **Monitor > Search**.
2. Select the event that you want to view notes for.
3. Click **Notes** to view notes for the selected event.

    The Monitor Screen - Notes Window will display. Existing notes will display as a list below the **New Note** section. The date, Operator and note will display in this list.

View Event Instructions (Search)

Instructions can be viewed for a selected event. The instructions tell the operator what actions need to be taken when the event occurs. For example, if a user is denied access to a certain area, the action may be to review their identity, and determine if they have permission to access the area.

Follow the steps below to view event instructions from the Events Search (Transactions) page. The instructions were added when the event was created.

1. Click ![icon] **Monitor > Search**.
2. Select the event that you want to view instructions for.
3. Click **Instructions** to view instructions for the selected event.

    The Monitor Screen - Instructions Window will display.
4. Close the window to return to the Events Search (Transactions) page.

View Event Identity Details (Search)

Follow the steps below to view event identity details from the Events Search (Transactions) page.

1. Click ⏰ **Monitor > Search**.
2. Select the event that you want to view identity details for.
3. Click **Identity** to view identity details for the selected event.

   The Monitor Screen - Identity Window will display.
4. View the details (e.g. Last Name, First Name, Title, etc.).
5. Close the window to return to the Events Search (Transactions) page.

View Event History (Search)

Follow the steps below to view event history from the Events Search (Transactions) page.

1. Click ⏰ **Monitor > Search**.
2. Select the event that you want to view history for.
3. Click **History** to view history for the selected event.

   The Monitor Screen - History Window will display.
4. View the history details.
5. Close the window to return to the Events Search (Transactions) page.

Change Transactions List Settings

The events list shows a default set of fields for each event. You may want to add columns to this list.

For example, if you want to search this list to see if an event occurred on a door that has a camera associated with it, add the icons column. This column displays a 📷 next to any event from a door that has a camera associated with it.

Follow the steps below to change the settings of the events list.

1. Click ⏰ **Monitor > Search**.

   The list displays in date order, with the most recent events at the top of the list.
2. If you want to re-sort the order of the list:
   - Click in the heading of the column to sort by (e.g. Priority). The list will sort in ascending order based on that column (e.g. ascending order of priority).
   - To change the sort order to descending, click the column heading again.
3. If you want to re-sort the order of the columns, click on the column you want to move then drag and drop this to it's new location.
4. If you want to add a column, hover the mouse over any column heading and:
   a. Click the down arrow that is displayed.
   b. Click the checkbox for each column you want to add.
5. Click **Save Settings** if you want to save the new settings.

   A message box displays with the message 'ACM Notification. Successfully saved.'.

Using the Verification page

When you click ⏰ **Monitor > Verification**, the Verification page is displayed.

This page allows a qualified operator to review information, including photos, about card holders entering or exiting specific doors.

The page is divided into two halves - the top Doors section and the bottom Events section.

- At the top of the page are four door panes that allow you to select and monitor four doors at a time. After you select a door to a pane, you can monitor live event transactions as they occur at that door.
- Underneath the door panes is a list of live door transactions displayed like the Events page.

  Not all door events will display in this list. Only events in the priority number range 300 to 700 display. A full listing of all events is available on the Monitor Events page.

Verifying Identities at Doors

Select ⏰ **Monitor > Verification** to open the Verification page to verify and confirm the identity of any person who passes through the selected doors:

1. From one of the **Doors** drop down lists, select a door.
2. To select another door, repeat previous step in the other panes. The drop down list automatically updates to filter out the doors that have already been selected.

   When a person attempts to pass through one of the monitored doors using a card, the person's identity information is displayed:
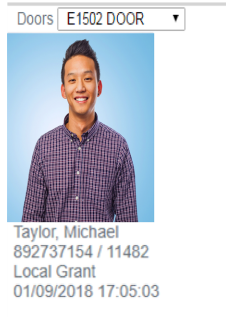
   If the person:
   - Has a valid identity, the information includes the name and internal token number.
   - Has a photo stored in the Identity record, it is displayed. If the person does not pass through the door, of the time and date of entry.
   - Is authorized to pass through the door the time and date of entry is displayed, unless they do not actually pass through the door ("not used" is displayed instead).
   - Is not authorized to pass through the door, an "Unauthorized" message is displayed.
   - Presents an invalid identity, an "Invalid" message is displayed.

   At the bottom of the screen are all of the detailed events generated at the doors, including those of any not associated with identities.

Verification Events List

Follow the steps below to add doors to monitor on the Verification page.

1. Click **Monitor > Verification**. The Verification page displays.

   This page has two sections - doors and an events list. For more information on the doors display see *Verifying Identities at Doors* on the previous page. The events list displays in date order, with the most recent events at the top of the list.

   > **Note:** Not all door events will display in this list. Only events in the priority number range 300 to 700 display. A full listing of all events is available on the Monitor Events page.

2. If you want to clear a single event from the list, select the event and click **Clear**. To clear all events, click **Clear all**.

3. If you want to re-sort the order of the list:
   - Click in the heading of the column to sort by (e.g. Priority). The list will sort in ascending order based on that column (e.g. ascending order of priority).
   - To change the sort order to descending, click the column heading again.

4. If you want to re-sort the order of the columns, click on the column you want to move then drag and drop this to it's new location.

5. If you want to add or remove columns, click **Select Columns** and:
   - Click beside the Column name of any columns to be added so that a check mark displays.
   - Click beside the Column name of any column to be deleted so that a check mark no longer displays.

6. Click **Save Settings** if you want to save the new settings.

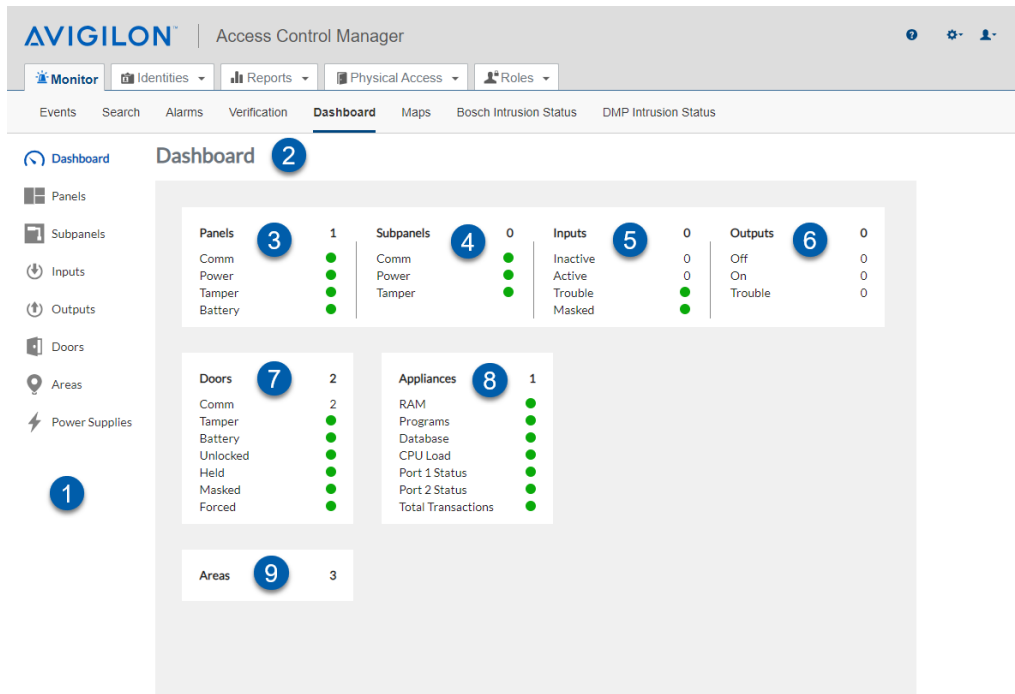   A message box displays with the message 'ACM Notification. Successfully saved.'.

   > **Note:** Saving the settings only saves the column configuration. The doors selected for verification will need to be selected each time you return to the page.

   > **Note:** To reset default settings, select > **Clear Custom Layouts**. This resets all customized lists to their default setting.

Using the Dashboard

The Dashboard provides a real-time status summary of the hardware components that are connected to the ACM system. The hardware categories are panels, subpanels, doors, inputs, outputs and ACM appliances.

Select ⏰ **Monitor > Dashboard** for a top-level view of the Dashboard where you can drill down for details.

	Area	Description
1	Dashboard Sidebar	Navigation menu for the 🕐 Dashboard, ▦ Panels table, 🗗 Subpanels table, ⊘ Inputs table, ⊙ Outputs table, 🗋 Doors table, 📍 Areas table, and ⚡ Power Supplies table (if a LifeSafety power supply is connected).
		From the Panels table, you can access a list of subpanels in the Subpanels table. From the Subpanels table, you can access a list of inputs and outputs in the Inputs and Outputs tables.
		From the Inputs and Outputs tables, you can directly access the list of inputs and outputs.
		From the Doors table, you can control individual doors, investigate doors with active faults, and see more information about the state of individual doors.
		From the Areas table, you can view the details, including current identities, for each area.

	Area	Description
2	Dashboard	Displays a summary of hardware faults or unexpected input and output state changes as they occur. As the status of hardware components changes, the status indicators on the Dashboard change color. For more information, see *Status Colors* below. The total number of connected hardware components (installed and uninstalled) is displayed above a real-time fault or status list. For panels, subpanels, inputs and doors, the number of installed components in each fault state is displayed. If no faults occur, their status is green. For outputs, the numbers indicate the number of installed outputs in each state. When no components are displayed in a state, the status is either green or 0.
3	Panels	Displays a summary of the fault state of the installed panels. Click the number next to the fault to drill down to the details of the fault in the Panels table, which is filtered to display only the panels with that fault.
4	Subpanels	Displays a summary of the fault state of the installed subpanels. Click the number next to the fault to drill down to the details of the fault in the Subpanels table, which is filtered to display only subpanels with that fault.
5	Inputs	Displays the total number of inputs in each state. Click the number next to the state to drill down to the Inputs table, which is filtered to display only inputs with that state.
6	Outputs	Displays the total number outputs in each state. Click the number next to the state to drill down to the Outputs table, which is filtered to display only inputs with that state.
7	Doors	Displays the summary of the fault state of the installed doors. Click the number next to the fault to drill down to the Doors table, which is filtered to display only alarms with that fault.
8	Appliances	When no issues occur in the ACM appliance items, their status is green. Hover the mouse over each status indicator to see more details. For example, "RAM free 45%" displays for the RAM status.
9	Areas	Indicates the number of defined areas.

Status Colors

Status colors identify the health of the different devices in the system. The status colors represent the following states:

Color	Status	Description
🟢	Normal	Online and working properly.
	Inactive	Input or output is in its normal state.
🟡	Trouble	Indeterminate or offline status of inputs, outputs, panels or subpanels, and the ACM appliance. Inputs or outputs may be operating in a wiring fault state.
🔴	Alarm	Alarm condition. An ACM operator should investigate the problem and resolve the issue.
	Active	Input or output circuit is no longer in its normal state.
🔵	Masked	Input is currently masked. Its actual state is not displayed. Masked inputs are intended to change as part of normal operations, so that they are not constantly being reported.

Appliance Transactions Indicators

The status colors represent the following appliance states:

Color	Status	Description
🟢	Normal	The appliance transactions stored in the system are less than 85% of the maximum stored transactions threshold.
🟡	Trouble	The appliance transactions stored in the system are between 85% - 95% of the maximum stored transactions threshold.
🔴	Alarm	The appliance transactions stored in the system are over 95% of the maximum stored transactions threshold.

Tip: When the transactions are close to exceeding the maximum stored transactions threshold, do the following:

- Schedule backups of the transactions before their deletion.
- Increase the Max Stored Transactions setting.
- Adjust the Max Days Stored setting, according to your corporate IT policy.

Device Status

Panels, Subpanels, Inputs, Outputs and Doors only.

To see the legend for device status:

- Click **Legend** to see the list of statuses and the related icons. For other input statuses which appear in the legend, see *Status Colors* on the previous page.

Note: Not all statuses apply to devices. For example, only normal, uninstalled, communication and

> battery statuses apply to Control locks.

Icon	Status	Description
	Normal	The panel, subpanel or door is operating normally.
	Uninstalled	The panel, subpanel, input, output or door is not installed.
	Communication	Communication between the panel, subpanel or door, and the ACM system is enabled.
	Unlocked	The door is unlocked and is not secure.
	Held	The door is being held open.
	Power	The panel or subpanel power input circuit is open.
	Battery	The battery input circuit is open or is running low.
	Tamper	The tamper input circuit is open.
	Forced	The door was forced open without a grant operation.
	Synchronization	Synchronization between the door and the ACM system is pending.
	Synchronization	Synchronization between the door and the ACM system is out of sync. *ASSA ABLOY IP door.* The out of sync door requires operator intervention to reload or reset the lock. For more information, refer to ASSA ABLOY documentation. *SALTO online door.* Wait for the update. *SALTO standalone door.* Requires operator intervention. Use the portal programming device (PPD) to update the door mode. For more information, refer to SALTO systems documentation.

Security Status

To see the legend for device status:

- Click **Legend** to see the list of statuses and the related icons.

Icon	Status	Description
	TLS Required	The panel is configured to use Transport Layer Security (TLS) protocol to secure communication with the ACM appliance.

Icon	Status	Description
🛡	TLS & Certificate Required	The panel is configured to use TLS protocol and a certificate to secure communication with the ACM appliance.

Door Modes

> **Note:** Fields in this list are dependent on the door or device. Some commands or fields are not supported for all doors or devices.

For Mercury Security and HID VertX panels. The same list of options is provided for the Offline Door Mode option.

For ASSA ABLOY IP-enabled doors, SALTO standalone doors and Schlage offline Wi-Fi doors. Any locks that do not support real-time communication with a server, will not display door mode options on the Doors list page and maps. Door mode can be set on the Door: Edit page and by using a batch job (specification).

Door Mode	Description
Disabled	The door is disabled for all access.
Unlocked	The door is always unlocked.
Locked No Access	The door is always locked. No access is allowed through this system.
Locked No Access (Unlocked on Next Exit)	The door is locked until a person presses the push bar to exit.
Facility Code Only	The door can be accessed using a facility code. All employees share a single code. This option can be useful in offline situations, when the door controller is no longer communicating with the Access Control Manager host. *Mercury door only.* The Offline Door Mode is no longer supported if the door controller is connected to an LP4502 panel that has replaced an HID VertX panel.
Card Only	The door can be accessed using a card. No PIN is required. To support the selected **Assurance Profile** for a pivCLASS configured door, it is recommended to set the Door Mode to **Card Only**. *Mercury door only.* The type of reader used to read this card is determined in the Reader Type field.
Pin Only	The door can only be accessed by entering a PIN at a keypad. No card is required. > **Note:** This door mode is not available if the 'Allow duplicate PINs' option has been selected on the System Settings - General page.

Door Mode	Description
Card and Pin	The door can only be accessed using both a card and a PIN. *ASSA ABLOY IP door only.* If the token does not have a PIN, the door can be accessed by swiping the card only.
Card or Pin	The door can be accessed either by entering a PIN at a keypad or by using a card at the card reader. **Note:** This door mode is not available if the 'Allow duplicate PINs' option has been selected on the System Settings - General page.
Office	*SALTO door only.* The lock allows the cardholder to leave the lock open. To use this mode, the cardholder presents the key to the door while pressing down the inner handle and repeats the procedure to undo the mode.
Toggle	*SALTO door only.* The door allows the cardholder to toggle between leaving the lock open and closing it by presenting the assigned key (there is no need to press down the inner handle). To use this mode, the cardholder presents the key to leave the lock open and repeats the procedure to close it.
Keypad Only	*SALTO door only.* The door can only be accessed by entering the shared keypad code at a keypad. If selected, Keypad Code is displayed. You can enter up to 8 digits.
First Person Through	*ASSA ABLOY battery-powered or external-powered door only.* The first person who is granted access to the door will unlock the lock.
Exit Leaves Open	*SALTO door (not connected to control unit) only.* The door is unlocked when the inner door handle is pressed. Allows the cardholder to exit and return to the building without using an assigned key during an emergency (referred to as Escape and Return mode). To lock the door, add a global action to set a time limit on the open door.
Toggle and Exit Leaves Open	*SALTO door (not connected to control unit) only.* The door allows the cardholder to use either the Toggle or Exit Leaves Open door mode during an emergency (referred to as Escape and Return mode).

Using Map Templates

Click 🚨 **Monitor > Maps** to display all the maps that have been added to the system.

Using a Map

Access a map of your site, facility or floor plan from the 🚨 Monitor page to do any of the following:

- Monitor the status of doors, panels, subpanels, inputs and outputs that are installed. For example, a mustering station on the third floor of a building.
- Set the door mode and door commands on the map.

> **Note:** Unlike the 🚪 Physical Access > Doors or 🚨 Monitor > Dashboard page which displays all modes and commands regardless of door type, the 🚨 Monitor > Maps page displays only the modes and commands that are supported by your door or device.
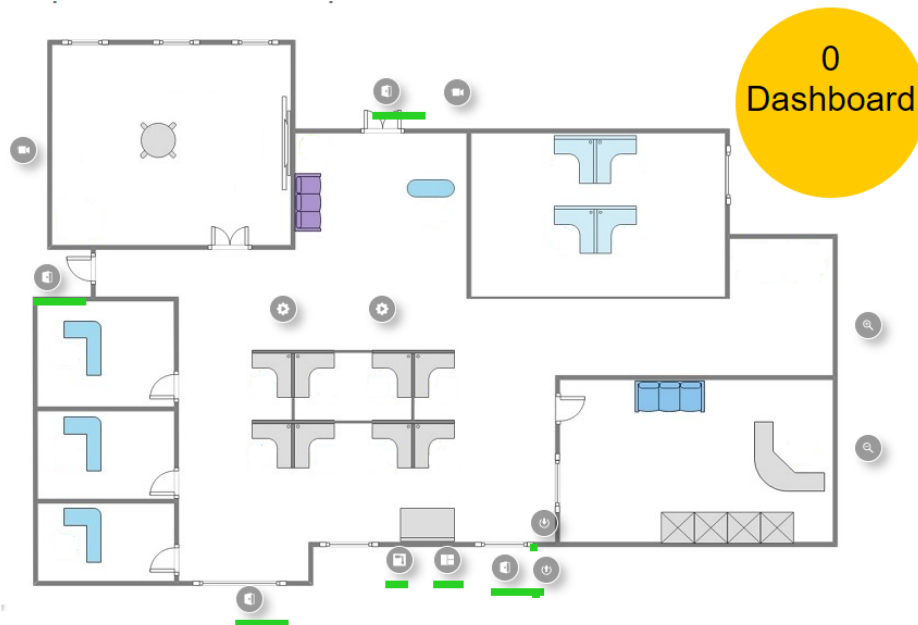
- Keep track of identities as they arrive at muster stations from the Mustering dashboard.

Viewing a Map

To access and monitor your site from a map:

1. Select 🚨 **Monitor > Maps**.
2. In the Map Templates list, click **Show** next to the name of a map.
   Some of the displayed elements may not appear in your map or the example below.

> **Note:** Fields in this list are dependent on the door or device. Some commands or fields are not supported for all doors or devices.

Field	Icon	Field	Icon
Doors		Cameras	
Panels		Zoom In	
Supbpanels		Zoom Out	
Inputs		Global Actions	
Outputs		Dashboard Elements	Square, circle, or text object

Hardware Status

The following indicators are displayed on the map as events occur:

Icon	Status	Description
	Green bar	The hardware is operating normally.
	Red square	The hardware is in an alarm state. The counter in the square shows the number of unacknowledged events.
	Solid blue disk	An active override is in effect on the door.
	Hollow blue disk	An inactive override is defined.
	Red bounding box around the status bar	The door is in Priority Mode.

Map Actions

The actions you can complete on a map are determined by the permissions of your assigned roles.

To...	Do this...
Review hardware status	The colored bar below each item displays an overview of the current communication and power status. • Click the icon on the map to display the control menu. For more information about the colored hardware status bar, see the specific hardware status page. For more information about the status colors, see *Status Colors* on page 24.
Review an alarm	If you see a red alarm indicator, the item on the map is in an alarm state. • Click the alarm indicator to see the status details. For more information about alarm actions, see *Monitoring Alarms* on page 11.
Modify or delete an override	If you see solid blue disk indicator, an active override is in effect on the door. If you see a hollow blue disk indicator, an inactive override is defined. • Click the indicator to open the Doors: Overrides page to see details.
Respond to a priority situation	If you see a red bounding box around the status indicator, the door is in Priority Mode. **Important:** A door is in Priority Mode when a priority situation has been declared at your site. All doors affected by the situation are placed into Priority Mode and only the Priority ACM Operator, responsible for dealing with priority situations can interact with the door.
Control a door	Click on the map to display the control menu for the selected door. **Note:** Fields in this list are dependent on the door or device. Some commands or fields are not supported for all doors or devices. Use the menu options to set the Door Mode. For more information, see *Door Modes* on page 27. Use the following menu options to mask or unmask alarms: • **Mask Held** — Mask the Door Held Open Alarm. • **Unmask Held** — Unmask the Door Held Open Alarm. • **Mask Forced** — Mask the Door Forced Open Alarm. • **Unmask Forced** — Unmask the Door Forced Open Alarm. To view live video, recorded video, notes, instructions, identities, and history click **Trace** to display the event transactions for the door. To hide the control menu, click the icon again.

To...	Do this...

Control a panel or subpanel	Click ⬚ or ⬚ on the map to display the panel control menu, and then for the panel or subpanel use these options:
	
	• Panels
	    ◦ **Download Params** — Download the latest system configurations to the panel.
	    ◦ **Tokens** — Download the tokens to the panel.
	    ◦ **Reset/Download** — Reset and download the current system configuration to the panel.
	    ◦ **APB Reset** — Resets all panel and area counts to zero.
	    ◦ **Clock** — Re-sync the panel time.
	    ◦ **Trace** — Display the event transactions for the panel.
	
	> **Note:** This is the only option supported for ASSA ABLOY IP panels.
	
	• Subpanels
	    ◦ **Trace** — Display the event transactions for the subpanel.
	
	Viewing live video, recorded video, notes, instructions, identities, and history can be performed on the event transactions.
	
	To hide the control menu, click the icon again.

Control an input	Click the ⏻ on the map to display the input control menu for the input. Use these options to mask or unmask the input: • **Mask** — Mask the input. • **Unmask** — Unmask the input. To hide the control menu, click the icon again.
Control an output	Click the ⏻ on the map to display the output control menu for the output. Use these options to initiate output actions: • **On** — Activate the output. • **Off** — Deactivate the output. • **Pulse** — Pulse the output. To hide the control menu, click the icon again.
Display video	Click the 🎥 on the map to display the Camera Video window.
Open a linked map	Click 🔍 to display a linked map, or 🔍 to display a linked map.

To...	Do this...
Monitor the dashboard	If there is a Mustering dashboard configured on the map, it may appear as a line of text or as a shape with text inside.
	The dashboard displays the number of identities in the area and may include the name of the area. In *Using a Map* on page 29, the dashboard is the gray square.
	Click the dashboard to see a list of all the identities that are in the area. Click outside the pop-up dialog to hide the identities list. Click the First Name or Last Name to view the identity.

Monitoring Bosch Intrusion Panels

The following procedures relate to monitoring Bosch intrusion panels.

Monitor Bosch Intrusion Panel Status

The intrusion panel status displays the current status of all connected intrusion panels. For example, if the power and communications of the intrusion panel is normal, the Online status will be displayed and a message will appear when you hover over the power and communications icons.

To monitor intrusion panel status:

1. Select **Monitor > Bosch Intrusion Status**.
2. View the list that displays.

   The following statuses display for panels:
   - Communications
   - Battery
   - Power
   - Tamper
   - Phone Line

   The following statuses apply to all of the above:

   ⬛ Online

   ⬛ Alarm

   ⬛ Trouble

   > **Note:** To view more detail on the status, hover over the status icon to view a pop-up message (e.g. hovering over an Alarm status indicator in the **Comm** column might return the message 'Not connected, verify configured IP and port').

3. If you want to narrow the list that displays use the filter function. Enter a panel name to filter the list results by panel. Type in the name (or part of the name) of the panel and the list will update as you type.
4. If you want to sort the list, click ▲ to sort in ascending order, or ▼ to sort in descending order in each column.

Monitoring Areas in Bosch Intrusion Systems

> **Note:** If ⚠ displays on the **Areas** tab, it indicates at least one of the areas is in alarm.

Viewing Areas

To monitor the areas of all connected intrusion panels and send commands to them:

1. Select 🚨 **Monitor > Bosch Intrusion Status**.
2. Click the **Areas** tab.

   A status is displayed for each area.

   ■ Armed

   ■ Ready to Arm

   ■ Not Ready to Arm

   ■ Partial Arm

   ■ Trouble

   ■ Alarm

   > **Note:** To view more detail on the status, hover your mouse over the status icon to view a tooltip. For example, hovering over an Armed status indicator displays 'All On Instant Arm'.

3. To find an area quickly, do any of the following:
   - Type the area name in the **Filter** box.
   - Select a status in **Status**.
   - Click the column heading to sort the lists.

Arming Areas

1. Select the areas to be armed.
2. Click **Primary** and select the arming option.
   - **Instant Arm** - Arm all points for the selected areas instantly.
   - **Delay Arm** - Arm all points for the selected areas with an entry/exit delay.
   - **Force Instant Arm** - Arm all points for the selected areas instantly, regardless of their current state.
   - **Force Delay Arm** - Arm all points for the selected areas with an entry/exit delay, regardless of their current state.

Arming Perimeter Areas

1. Select the areas to be armed.
2. Click **Perimeter** and select the arming option.
   - **Instant Arm**
   - **Delay Arm**
   - **Force Instant Arm**
   - **Force Delay Arm**

Disarming Areas

1. Select the areas to be disarmed.
2. Click **Disarm**.

Silencing Keypad Alarms

1. Select the areas that are in alarm.
2. Click **Silence**.

Clearing Alarms

1. Select the areas that are in alarm.
2. Click **Clear Alarms**.

Resetting Sensors

1. Select the areas.
2. Click **Reset Sensors**.

   The reset time is 5 seconds. During the reset time, alarms from the points associated with the selected areas will be ignored.

Monitor Bosch Intrusion Panel Points

The intrusion panel points displays the current status of all connected points. For example, if a point has been bypassed, the bypassed status will display and a message will appear when you hover over the status icon.

To monitor intrusion panel point status:

1. Select 🚨 **Monitor > Bosch Intrusion Status**.
2. Click the **Points** tab.
3. View the list that displays. A status is displayed for each point.

   The following statuses apply to all of the above:

   Normal

   Faulted

   Bypassed

   Trouble

> **Note:** To view more detail on the status, hover over the status icon to view a pop-up message (e.g. hovering over an Bypassed status indicator might return the messages such as 'Open', 'Missing' or 'Normal').

4. If you want to narrow the list that displays, either:
   - Use the filter function. Enter a point name to filter the list results by point. Type in the name (or part of the name) of the point, area, or panel and the list will update as you type.
   - Select a single status (e.g. Faulted) to view.

5. If you want to sort the list, click ▲ to sort in ascending order, or ▼ to sort in descending order in each column.

6. If you want to bypass or unbypass a point:
   - Select the point (or points) in the list, and
   - Click either the **Bypass** or **Unbypass** button.

> **Note:** Some points in the system may not be bypassed due to configuration settings. Trying to bypass these points will result in no state change.

Monitor Bosch Intrusion Panel Outputs

The Bosch intrusion panel outputs display the current status of all connected outputs. For example, if a output is active, the Active status will display and a message will appear when you hover over the status icon.

To monitor intrusion panel outputs status:

1. Select 🚨 **Monitor > Bosch Intrusion Status**.
2. Click the **Outputs** tab.
3. View the list that displays. A status is displayed for each output - the available statuses are:

   ▮ Inactive

   ▮ Active

   ▮ Trouble

4. If you want to narrow the list that displays, either:
   - Use the filter function. Enter an output name to filter the list results by output. Type in the name (or part of the name) of the output, or panel and the list will update as you type.
   - Select a single status (e.g. Active) to view.

5. If you want to sort the list, click ▲ to sort in ascending order, or ▼ to sort in descending order in each column.

6. If you want to activate or deactivate an output:
   - Select the outputs in the list, and
   - Click either the **Activate** or **Deactivate** button.

Monitoring and Controlling DMP Intrusion Systems

Select **Monitor** > **DMP Intrusion Status** to monitor the status of all connected DMP intrusion panels, areas, zones and outputs, and send commands to them.

Viewing Panels, Areas, Zones and Outputs

> **Note:** ⚠ is displayed when at least one of the objects in the tab is in Critical or Unknown condition.

- Type the name of the panel, area, zone or output in the filter box (▼) in their respective tabs.
- Click to enter a checkmark to filter items by the following statuses.

✅ **Normal**	Online and working. Examples: Area is armed. Zone is in the expected state.
✅ **Warning**	Warning condition. Examples: Area is disarmed. Zone is bypassed.
✅ **Critical**	Critical condition. Examples: Area is armed with alarm. Zone is in not in the expected state or in alarm state.
✅ **Unknown**	Unknown condition.

- Panels tab only. View the connection status.

Encryption Fails	Encrypted connection or remote key failed.
Incompatible	DMP firmware version is not supported.
Offline	Panel is not connected.
Online	Panel is online.

> **Tip:** Hover your mouse over the status box to view a tooltip.

- Click the column heading to sort the lists.

Silencing Keypad Alarms on Panels

1. Click the **Panels** tab.
2. Select one or more panels.
   To select all items, click the first column heading.
3. Click **Silence Alarm**.

Resetting Sensors on Panels

1. Click the **Panels** tab.
2. Select one or more panels.

   To select all items, click the first column heading.
3. Click **Reset Sensors**.

Arming or Disarming Areas

1. Click the **Areas** tab.
2. To arm an area:

   a. Select one or more areas in **Disarmed** status.

      To select all items, click the first column heading.

   b. In **Bad Zone Action**, select the action for a zone in an area that might not be in the expected condition at the time of arming.

      - **Bypass**: All bad zones are bypassed.
      - **Force**: All bad zones are force armed.
      - **Refuse**: No zones are armed until the zone is restored.

   c. Click **Arm**.

      The area is Armed.
3. To disarm an area:

   a. Select one or more areas in **Armed** status.

      To select all items, click the first column heading.

   b. Click **Disarm**.

      The area is Disarmed.

Bypassing Zones and Resetting Bypassed Zones

1. Click the **Zones** tab.
2. To bypass a zone:

   a. Select one or more zones in **Open** alarm status.

      To select all items, click the first column heading.

   b. Click **Bypass**.
3. To reset a bypassed zone, click **Reset Bypassed**.

   The zones in the area are Armed.

Activating and Deactivating Outputs

1. Click the **Outputs** tab.
2. To activate an output:
    a. Select one or more outputs in **Off** (unpowered) status.

       To select all items, click the first column heading.
    b. In **Activate**, choose:
        - **Steady**: Turns on and remains 'on' until the area is disarmed, an output cutoff expires, or the output is reset.
        - **Momentary**: Turns on only once for one second.
        - **Pulse**: Alternates one second 'on' and one second 'off.'
        - **Temporal Code**: For the duration of the bell cutoff time, repeats half second 'on' and half second 'off' (three times) followed by 2.5 seconds 'off.'
    c. The output is On (powered).
3. To deactivate an output:
    a. Select one or more outputs in **Pulse** (intermittently on and off) or **On** status.

       To select all items, click the first column heading.
    b. Click **Deactivate**.
    c. The output is Off (unpowered) status.

Identities

The Identities screen allows you to view all identity records in the system. An identity record contains information on the identity such as account information, assigned roles, and tokens.

Monitoring Operators are able to search for and view Identities. This allows you to easily find and verify an identity.

Searching for an Identity

Use **Identity Search** to find an identity.

1. Fill out the following fields:
   - **Last Name** field.
   - (Optional) **First Name** and/ or **Internal Number** fields.
   - (Optional) **Group** field.

   Blank entries will return all identities.

   > **Note:** *Identities using SALTO devices only.* First Name and Last Name are required. *Identities using HID Origo tokens only.* First Name, Last Name, and Email Address are required to enroll the identity in HID Origo. *Identities using DMP intrusion panels.* Identities are defined by their DMP user name, ID and DMP panel name.

2. Add other search criteria.
   a. **Search Field** drop down list.
   b. **Search Value** field.
   c. Click **Add Criteria** to add another search field and value.

   To clear all fields, click **Clear Search**.

   To remove a search row, click **Remove**.

3. To the right of the **Search** button, select either:
   - **And** to find all identities that fit all entered criteria.
   - **Or** to find identities that fit one or more of the entered criteria.

4. Click **Search**.

   The page displays your search results.

Permissions and Rights

The following table describes the permissions and rights the Monitoring Operator Role allows. All roles are made up of delegations. Each delegation is made up of rights.

Permissions	Rights
View Events page	System Summary Listing
	System Summary Screen Refresh
	System Summary Get Layout
	System Summary Update Layout
	Monitor Listing
	Monitor Notes Show
	Monitor Instructions Show
	Monitor Identity Show
Search for events	Spork Listing
	Spork Search
	Monitor/Search Filters Save
	System Summary Get Layout
	System Summary Update Layout
View Alarms	Alarm Monitor Listing
	Alarm Monitor Identity
	Monitor Notes Show
	Monitor Instructions Show
	Monitor View Actions
	Maps-Alarms Show
Respond to alarm activity	Alarm Monitor Acknowledge
	Alarms Create Notes

Permissions	Rights
View verifications	Swipe & Show
	Swipe & Show Get Doors
	Swipe & Show Get Door Name
	Get Photo
	Monitor Identity Show
	System Summary Get Layout
	System Summary Update Layout
View the hardware status of assigned hardware	Monitor Listing
	Monitor Panels Status
	Monitor Periodic Update
	Monitor Appliance Status
View and monitor status on assigned maps	Maps Monitor Listing
	Maps Show
	Maps Show Generate Image
	Maps Show Image
	Maps View Listing
	Maps Trace
	Mustering Dashboard Drill-Down

| Permissions	Rights
View identities, roles, tokens, groups, access, and transactions	Identities Listing
	Identities Show
	Tokens Listing
	Tokens Show
	Identities Show Access
	Identities Show Doors
	Identities Advance Search
	Identities Date Search
	Identities Transactions
	Identities My Account
	Identities Edit
	Identities Groups List
	Identities Roles List
	Identities Photo Render
Force the identity to change the password at the next login to the ACM system.	Force Password Change
View live and recorded video	Cameras Show
	Monitor Cameras Show Video
View the intrusion status	Monitor Intrusion Panel Status

Managing Notes

Depending on your permissions, you can manage notes on certain lists of objects or individual objects, such as doors, panels, and identities.

The **Notes** button displays the current number of notes for the list or object. If the notes belong to a list of objects, these notes relate to the list itself and are not partitioned.
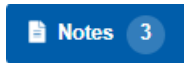
📄 Notes 3

Where available, click the **Notes** button to view, add, or delete notes.