

Adding a device into WebEye

This document along with the group and site management document replaces the former procedure for commissioning devices into Webeye.

Adding a device through commission.webeyecms.com will not be accessible from 14th December 2015. From this date, all device management is to be done through www.monitor.webeyecms.com.

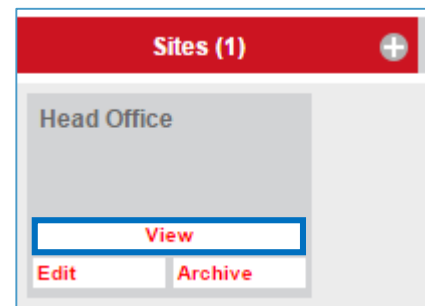
Group and Site management

Please refer to the following document for managing groups and sites within Webeye.

downloads.vdomain.co.uk/Documentation/webeye/Manage.pdf

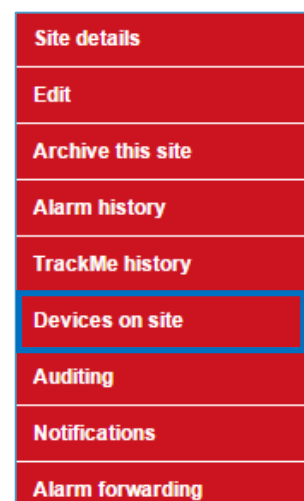
Adding a device through 'Devices on site'

Select '**View**' on the site you wish to add the device to.

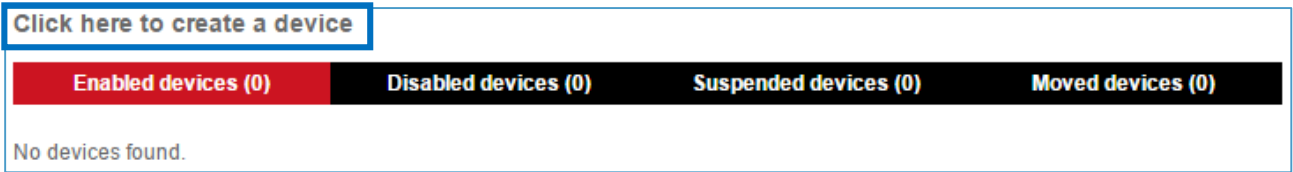


An access bar appears on the left hand side.

Click '**Devices on site**' to see the list of devices on this site.



As no devices have been created yet for this site, the message **'No devices found'** will be displayed. To add a new device, select **'Click here to create a device'**.



Click here to create a device

Enabled devices (0) Disabled devices (0) Suspended devices (0) Moved devices (0)

No devices found.

Adding a device through 'site summary'



Sites (1) Archived sites (0) Users (1) Head Office

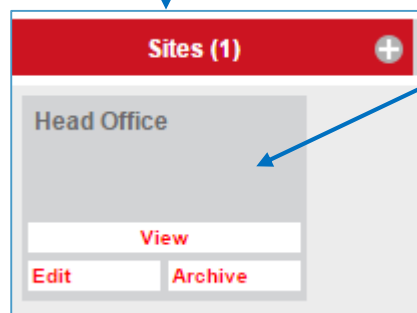
Head Office

View Edit Archive

Member of group: Adding a Device

Create a device

Existing devices on site: No devices on this site.



Sites (1)

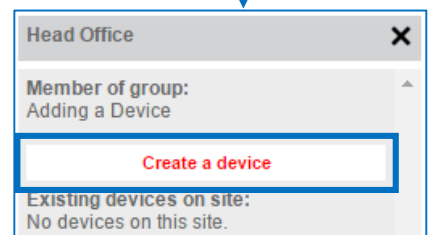
Head Office

View Edit Archive

When viewing the sites of a group, clicking on the grey background of the site will show the 'site summary' on the right hand side.

The 'site summary' will show all of the devices within that site. As we have not yet added a device the 'No devices on this site' message will be displayed.

Clicking on **'Create a device'** will allow you to add a device.



Head Office

Member of group: Adding a Device

Create a device

Existing devices on site: No devices on this site.

Device Creation

By using either of the methods listed above, you will be directed to the same place within Webeye

Adding a RSI Videofied Device

All fields marked with an asterisk require an entry.

Ensure that all letters that are entered within the serial number box are in uppercase format to ensure all alarms are received correctly to the alarm list.

For example:

- Correct input would be **'E5C2421519066B81'**
- Incorrect input would be **'e5c2421519066b81'**

If the device has a global SIM card inserted, then ensure to select **'RSI' global device type'**.
If the device has got a normal SIM card inserted, then ensure the device type does not contain global.

The connection token of the device is the phone number of the SIM card installed within the panel.
This is only needed when using Live-link functions.

(This is an example of how the device can be created in Webeye)

Name of device e.g. Outdoor cameras *	Headquarters RSI Panel
Serial number of device (must be unique) *	E5C2421519066B81
Type of device	RSI non-voice ▼
Connection token (e.g. IP address or phone number with preceding +44)	+447584623546
Should periodic signals be allowed in the alarm list for this device?	<input checked="" type="radio"/> Yes <input type="radio"/> No Some devices send signals called "periodic tests" or "dialler tests". These will appear as alarms in the alarm list if the above is set to Yes.
Should signal poll failure be implemented for this device?	<input checked="" type="radio"/> Yes <input type="radio"/> No If this option is set to yes, webeye will check every day to make sure signals have been received from this device. If no signals have been received in the past 24 hours, an alarm will be generated.
Customer reference (e.g. purchase order number)	
<input type="button" value="Submit"/>	

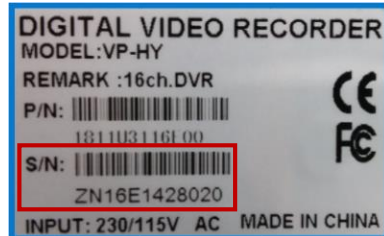
Once you have entered the details for the device click **'Submit'**.

Adding a DVR / NVR

All fields marked with an asterisk require an entry.

The serial number you are required to enter can be obtained from either the rear or underside of the DVR unit. This must be entered exactly as it reads on the label.

Example serial number:



Ensure that the type of Device is correctly changed to DVR allowing for full compatibility of the alarms and Live-link functionalities.

If you require the Live-link feature to work with the unit you are adding, you will need to enter the 'P2P ID' of the unit within the 'Connection token' field of the form. The P2P ID can be obtained from within the configuration of the DVR unit.

Periodic signals are not supported by DVR's so this option can be set to "No".

(This is an example of how the device can be created in Webeye)

Name of device e.g. Outdoor cameras *	HQ Lobby DVR
Serial number of device (must be unique) *	ZN16E1428020
Type of device *	DVR
Connection token (e.g. IP address or phone number with preceding +44)	0011ce61
Should periodic signals be allowed in the alarm list for this device?	<input type="radio"/> Yes <input checked="" type="radio"/> No Some devices send signals called "periodic tests" or "dialler tests". These will appear as alarms in the alarm list if the above is set to Yes.
Should signal poll failure be implemented for this device?	<input checked="" type="radio"/> Yes <input type="radio"/> No If this option is set to yes, webeye will check every day to make sure signals have been received from this device. If no signals have been received in the past 24 hours, an alarm will be generated.
Customer reference (e.g. purchase order number)	
	<input type="button" value="Submit"/>

Once you have entered the details for the device click 'Submit'.

Adding a Webeye Rapid Assured device

All fields marked with an asterisk require an entry.

The serial number you are required to enter is supplied as a printed label with your system. Ensure the serial number is entered in the correct format to ensure all alarms are received correctly to the alarm list.

For example, printed label reads 'c4d9'.

- Correct input would be 'c4d9'
- Incorrect input would be 'C4D9'

The type of device must be 'WebeyeAssured Rapid'.

The 'Connection token' field can be left blank.

(This is an example of how the device can be created in Webeye)

Name of device e.g. Outdoor cameras *	<input type="text" value="HQ Lobby Assured Panel"/>
Serial number of device (must be unique) *	<input type="text" value="c4d9"/>
Type of device *	<input type="text" value="WebeyeAssured Rapid"/>
Connection token (e.g. IP address or phone number with preceding +44)	<input type="text"/>
Should periodic signals be allowed in the alarm list for this device?	<input checked="" type="radio"/> Yes <input type="radio"/> No <small>Some devices send signals called "periodic tests" or "dialler tests". These will appear as alarms in the alarm list if the above is set to Yes.</small>
Should signal poll failure be implemented for this device?	<input checked="" type="radio"/> Yes <input type="radio"/> No <small>If this option is set to yes, webeye will check every day to make sure signals have been received from this device. If no signals have been received in the past 24 hours, an alarm will be generated.</small>
Customer reference (e.g. purchase order number)	<input type="text"/>
<input type="button" value="Submit"/>	

Once you have entered the details for the device click 'Submit'.

Adding an ACC Server unit

All fields marked with an asterisk require an entry.

Ensure that the server IP address and port 38880 is entered within the serial number box. These need to be entered in the correct format and without spaces to ensure all alarms are received correctly to the alarm list.

For example:

- Correct input would be **'123.456.789.123:38880'**
- Incorrect input would be **'123 . 456 . 789 . 123 port 38880'**

If you wish to enable live streaming from this device, ensure that the device type is set to **'Avigilon Control Centre (Streaming)'** If you do not want to enable this feature, set the device type to **'Avigilon Control Centre (Non-streaming)'**

The connection token field is not required for this device, this should be left blank.

Avigilon Control Centre devices do not transmit periodic signals, ensure this is set to **'No'**

Signal Poll Failure messages can also be enabled here, alerting you if the system does not transmit signals in a 24h period.

Ensure that the username and password fields for the Avigilon Control Centre software are entered correctly in the specified fields.

(This is an example of how the device can be created in Webeye)

Name of device e.g. Outdoor cameras *	<input type="text" value="Headquarters ACC Server"/>
Serial number of device (must be unique) *	<input type="text" value="123.456.789.123:38880"/>
Type of device *	<input type="text" value="Avigilon Control Centre (Streaming)"/>
Connection token (e.g. IP address or phone number with preceding +44)	<input type="text"/>
Should periodic signals be allowed in the alarm list for this device?	<input type="radio"/> Yes <input checked="" type="radio"/> No <small>Some devices send signals called "periodic tests" or "dialler tests". These will appear as alarms in the alarm list if the above is set to Yes.</small>
Should signal poll failure be implemented for this device?	<input type="radio"/> Yes <input checked="" type="radio"/> No <small>If this option is set to yes, webeye will check every day to make sure signals have been received from this device. If no signals have been received in the past 24 hours, an alarm will be generated.</small>
Customer reference (e.g. purchase order number)	<input type="text"/>
Avigilon Supervisor Username (Required to connect to device)	<input type="text" value="Username"/>
Avigilon Supervisor Password (Required to connect to device)	<input type="text" value="Password"/>
	<input type="button" value="Submit"/>

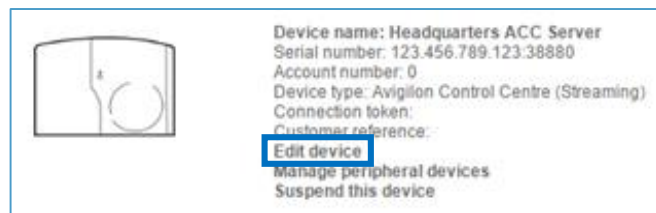
Once you have entered the details for the device click **'Submit'**.

To ensure that these settings are correct, Webeye will connect to the server using the credentials entered. If these are entered incorrectly, or if the device is offline, you will receive this message:

The device has successfully created, however there was an error with a post creation operation. The device will remain in a disabled state. You will receive no alarms from the device until you enable the device.

The error message is: An error was received when communicating with the Avigilon Control Centre, the error message is: The Avigilon Control Centre could not be contacted on the provided IP and port. Please ensure the unit is online and accessible.

To amend this, verify that the server is online, select **'Edit device'** when viewing the devices on site, and verify the details.



Creating an Avigilon Rialto Unit

All fields marked with an asterisk require an entry.

Ensure that the MAC address of the Rialto is entered within the serial number box. This needs to be entered in the correct format and without spaces or hyphens to ensure all alarms are received correctly to the alarm list.

For example:

- Correct input would be **'00112233aabb'**
- Incorrect input would be **'00-11-22-33-aa-bb'**

If you wish to enable live streaming from this device, ensure that the device type is set to **'Avigilon Rialto (Streaming)'** If you do not want to enable this feature, set the device type to **'Avigilon Rialto (Non-streaming)'**

The IP address and external port needs to be entered into the Connection Token field.

Avigilon Rialto devices do not transmit periodic signals, ensure this is set to **'No'**

Signal Poll Failure messages can also be enabled here, alerting you if the device does not transmit any signals to webeye in a 24h period.

Ensure that the Supervisor username and password fields for the Avigilon View software are entered correctly in the specified fields.

(This is an example of how the device can be created in Webeye)

Name of device e.g. Outdoor cameras *	<input type="text" value="Headquarters Avigilon Rialto Unit"/>
Serial number of device (must be unique) *	<input type="text" value="0011233aabb"/>
Type of device *	<input type="text" value="AvigilonRialto (Streaming)"/>
Connection token (e.g. IP address or phone number with preceding +44)	<input type="text" value="123.123.123.123:1122"/>
Should periodic signals be allowed in the alarm list for this device?	<input type="radio"/> Yes <input checked="" type="radio"/> No <small>Some devices send signals called "periodic tests" or "dialler tests". These will appear as alarms in the alarm list if the above is set to Yes.</small>
Should signal poll failure be implemented for this device?	<input checked="" type="radio"/> Yes <input type="radio"/> No <small>If this option is set to yes, webeye will check every day to make sure signals have been received from this device. If no signals have been received in the past 24 hours, an alarm will be generated.</small>
Customer reference (e.g. purchase order number)	<input type="text"/>
Avigilon Supervisor Username (Required to connect to device)	<input type="text" value="Username"/>
Avigilon Supervisor Password (Required to connect to device)	<input type="text" value="Password"/>
<input type="button" value="Submit"/>	

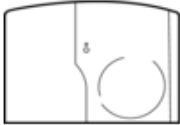



Once you have entered the details for the device click **'Submit'**.

Viewing the devices

Once the device has been created, you will be able to view and edit the device within the **'Devices on site'** page or through the site summary.

Conner >>> Adding a Device >>> Head Office

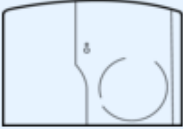

[Click here to create a device](#)

Enabled devices (2)	Disabled devices (0)	Suspended devices (0)	Moved devices (0)
	<div><p>Device name: Headquarters RSI Panel Serial number: E5C2421519066B81 Account number: 14840698 Device type: RSI non-voice Connection token: +447584623546 Customer reference: Edit device Manage peripheral devices</p></div>		
	<div><p>Device name: HQ Lobby DVR Serial number: 0027591h Account number: 75082397 Device type: DVR Connection token: 0027591h Customer reference: Edit device Manage peripheral devices LiveLink</p></div>		

When viewing the devices, you will see all of the information that was entered previously as well as a green circle indicating that the device is active on Webeye.

Disabling / Decommissioning devices through Webeye

To disable the device on Webeye, click on the green circle of the device you wish to decommission.

	<p>Device name: Headquarters RSI Panel Serial number: E5C2421519066B81 Account number: 14840698 Device type: RSI non-voice Connection token: +447584623546 Customer reference: Edit device Manage peripheral devices</p>	
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A message will appear confirming that you would like to disable the device. Click **“Yes”** to confirm the decommissioning of the device.

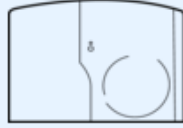

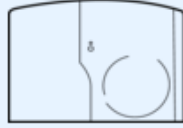

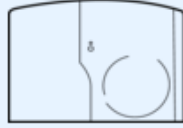

The device will now appear in disabled devices and the circle will now be red instead of green.

Confirm device change ✕

Are you sure you wish to disable device with serial number E5C2421519066B81? Disabling a device means signals will no longer appear in the alarm list and you will not be charged.

Recommissioning / re-enabling a device on the same site

By going to the **“Disabled devices”** tab, you will see the devices that have been disabled on that site.

Enabled devices (1)	Disabled devices (1)	Suspended devices (0)	Moved devices (0)			
	<table border="1"><tr><td></td><td><p>Device name: Headquarters RSI Panel Serial number: E5C2421519066B81 Account number: 0 Device type: RSI non-voice Connection token: Customer reference: Edit device Manage peripheral devices</p></td><td></td></tr></table>		<p>Device name: Headquarters RSI Panel Serial number: E5C2421519066B81 Account number: 0 Device type: RSI non-voice Connection token: Customer reference: Edit device Manage peripheral devices</p>			
	<p>Device name: Headquarters RSI Panel Serial number: E5C2421519066B81 Account number: 0 Device type: RSI non-voice Connection token: Customer reference: Edit device Manage peripheral devices</p>					

To enable the device again, click on the red circle to the right hand side of the device.

This will then show the device within the **“Enabled devices”** section.

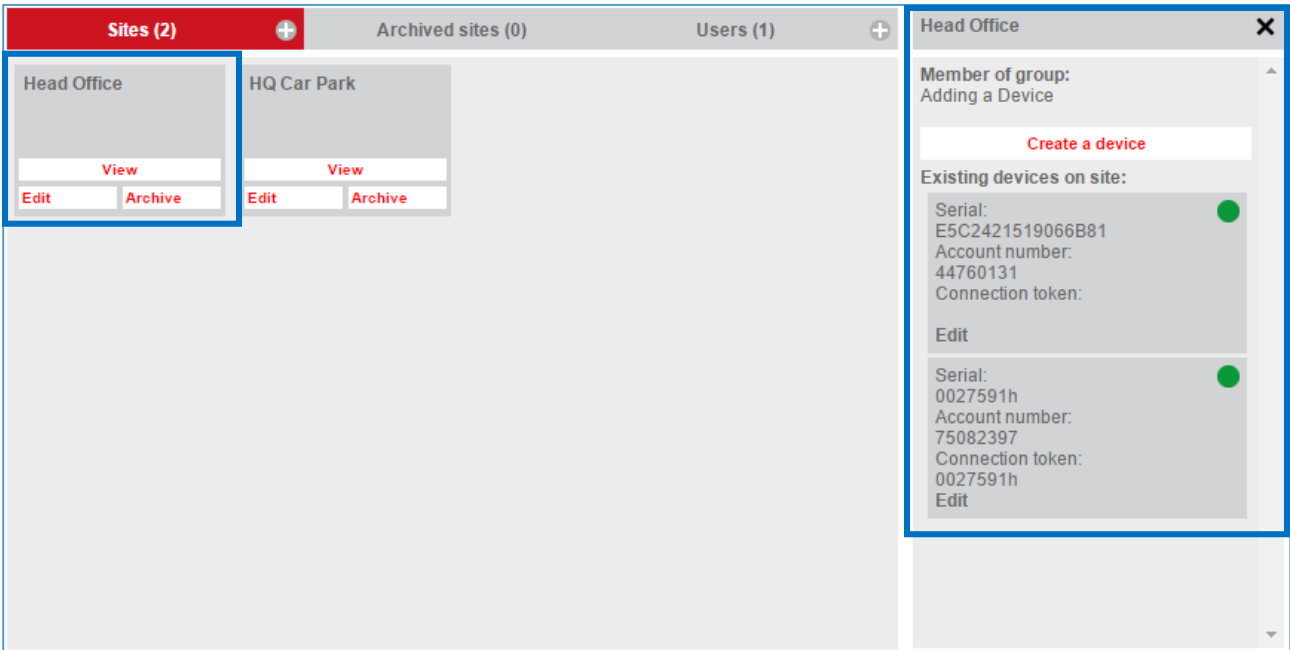
Confirm device change ✕

Are you sure you wish to enable device with serial number E5C2421519066B81? Enabling a device means alarms will be generated you will be charged.

Once you have re-enabled the device, a new account number will be generated, this new account number must be entered in to the panel via the panels configuration.

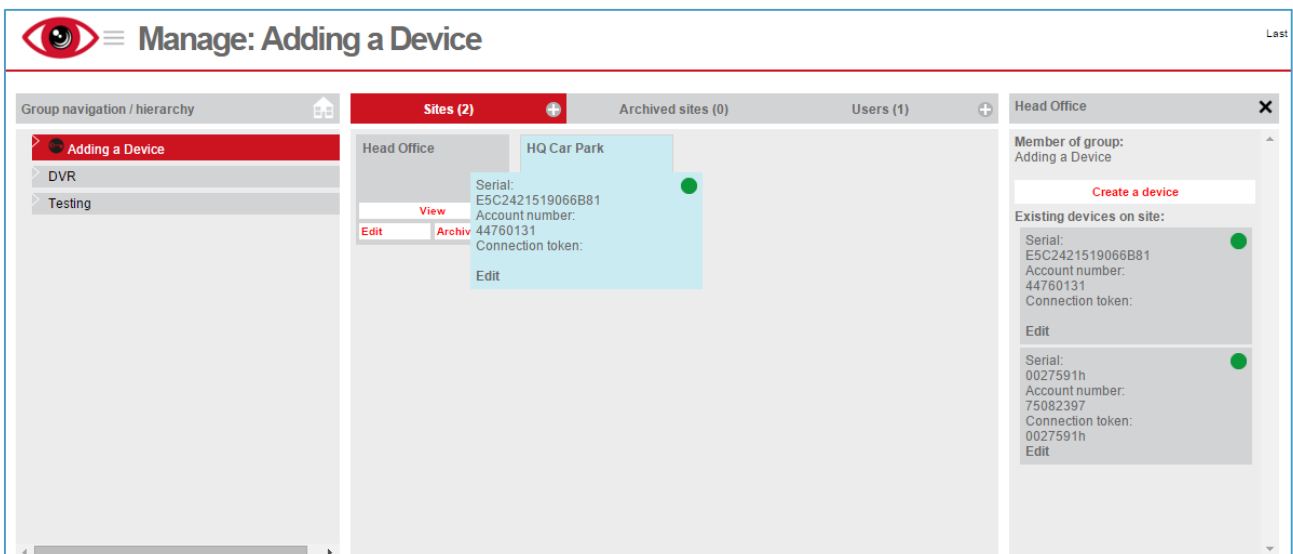
Moving Devices

This will allow you to move a device from site to site, this can be done within the same group of sites or to a different group as long as the user is an administrator within that level of the hierarchy.



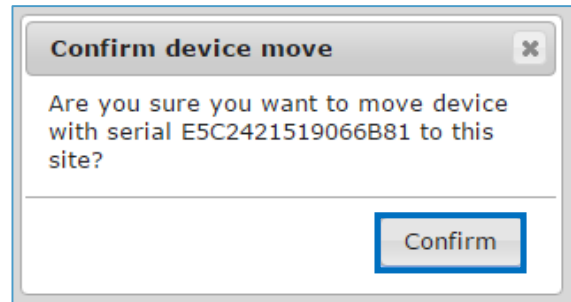
To start, click on the grey area of a site to open the site summary on the right hand side, as shown below.

Once this site summary has been opened, locate the next site in which the device is being moved to, but **DO NOT** click on the site to open the summary.

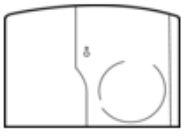


Once you can see the site on the screen, click and drag the device from the site summary to the new site. You should see the device being moved and when you hover the device over the site it should change the shading of the site to blue, indicating that the device will be moved into that site, as shown below.

Once you let go of the mouse button, a confirmation message will appear requesting you to confirm the action, press **'Confirm'** and the device will be moved.



Once the device has been moved, it will show in the **'Moved devices'** tab of the old site and show in the **'enabled devices'** tab of the new site.

Enabled devices (1)	Disabled devices (0)	Suspended devices (0)	Moved devices (1)
<div data-bbox="159 884 343 1019"></div> <div data-bbox="454 862 853 1041"><p>Device name: Headquarters RSI Panel Serial number: E5C2421519066B81 Account number: 0 Device type: RSI non-voice Connection token: Customer reference: Manage peripheral devices</p></div>			