insight

User Manual

and Getting Started Guide

Insight
User Manual: First Edition
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Disclaimer:

1. The manufacturer and/or its agents take no responsibility for any damage, financial loss or injury caused to any equipment, property or persons resulting from the correct or incorrect use of the Inner Range system and its peripherals. The purchaser assumes all responsibility in the use of the Inner Range system and its peripherals.
2. Whilst every effort has been made to ensure the accuracy of this manual, Inner Range Pty Ltd assumes no responsibility or liability for any errors or omissions. Due to ongoing development the contents of this manual are subject to change without notice.

Contents

Quick Start

This section gives you the minimum information needed to get Insight running quickly. For more information, refer to the rest of the Guide. Whilst using Insight, pressing the F1 key will open electronic help.

You Will Need

1. A workstation with Windows 2000 or Windows XP installed and 100Mb of free disk.
2. A spare USB port on the Insight Server computer (not needed for Insight Lite).
3. Version 5 firmware upgrade kits for all version 4 panels you intend to manage with Insight.

Step 1: Install Insight Lite

1. Locate the Insight Lite install program and open it.
2. Follow the on-screen prompts.
3. Click Finish.
4. Restart your computer if you are asked to do so.

\- or -

Step 1: Install Insight Professional

1. DO NOT plug in the USB hardware lock until you are instructed to do so.
2. Locate the Insight Professional install program and open it.
3. Follow the on-screen prompts. Only choose “Client and Server” on the computer that will be the Insight Server. For all other workstations, choose “Client Only”. Be patient, installation might seem to pause for up to 5 minutes.
4. Click Finish.
5. Plug in the hardware key.
6. Restart your computer if you are asked to do so.

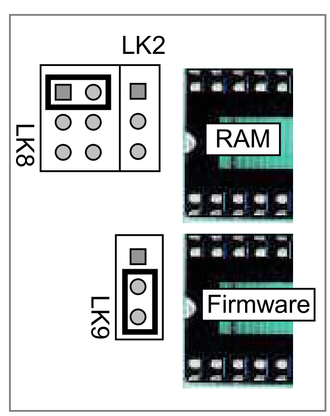
Step 2: Enrolling a Version 4 Panel

If your panel is already version 5, skip to step 4. Otherwise:

1. Configure a PCDirect comms task in the panel.
2. Start Insight Launch Pad (page 9), then click the Enrol Panel icon.
3. Log in as **admin** / **admin**.
4. Enter the details of your panel (page 19). Make sure you set the protocol to PCDirect.
5. Click Enrol Now.

Step 3: Upgrading a Version 4 Panel to Version 5

1. Upgrade your panel to version 5 firmware. Detailed instructions are available from Inner Range (document part number 635101; if you bought Insight Professional then this document can be found in the box). **Important: ensure jumpers LK8 and LK9 are set correctly as per the diagram.** Don’t forget to jumper LK2 according to your RAM size (top two pins for 128k and 512k, bottom two pins for 32k).
2. **Default the panel** from a terminal (menu 7-5-2). Use the memory configuration that was uploaded in step 2.
3. Start Insight Edit (page 10).
4. Locate the panel in the Insight Toolbar (page 13).
5. Right-click the panel and choose “Properties” in the menu that appears.
6. Tick the box that says “I have upgraded my panel to Version 5”, then click OK.
7. If you are using a direct serial connection, and you used a baud rate other than 9600 for PCDirect, right-click the panel and choose “Properties” in the menu that appears. Click Ports. Click Serial. Set the baud rate back to “9600” and click OK.
8. Right-click the panel, choose “Entire Panel” in the menu that



appears, then choose “Mark For Download”. The panel turns red, indicating there are records waiting to be written to the panel.

9. Go to step 5.

Step 4: Enrolling a Version 5 Panel

1. Configure an Insight comms task in the panel (see page 65 for the settings to use). It must be comms task 1.
2. Start Insight Launch Pad (page 9), then click the Enrol Panels icon.
3. Log in as **admin** / **admin**.
4. Enter the details of your panel (page 18). Make sure the protocol is set to Insight.
5. Click Enrol Now.

Step 5: Connecting the Panel

1. Start Insight Edit (page 9).
2. Locate the panel in the Insight Toolbar (page 13).
3. Right-click the panel and choose “auto connect” (page 24). The panel icon turns green. (If you followed steps 3 and 4, then the panel turns blue while Insight downloads all records into the panel). If you cannot connect, refer to troubleshooting on page 20.
4. Set the panel date and time (page 25).

Step 6: Make Programming Changes

1. You can make programming changes with Insight Edit (page 27). You select the item you want to program using the browser (page 28) and editing windows (page 32).
2. If you make edits while the panel is not connected, the panel turns red in the Insight Toolbar (page 33). Changes will be sent to the panel when it is next connected (page 24).

Step 7: Examine Review

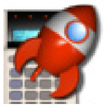
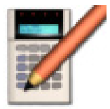
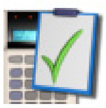
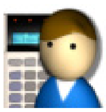
1. Review is automatically downloaded whenever a panel is connected (page 23), but you will not be able to see the review unless you use Insight Review (page 39).
2. To see review, open a new review window (page 41) and click the Go button (page 41).
3. The default filter shows review events that were generated in the last 24 hours. If you forgot to set the panel date and time, no review will be visible. If you want to see all review, change the filter to “All Review” (page 42), or select filters that suit your requirements (page 42).

Step 8: Further Reading

This concludes the Quick Start section of this Guide. Refer to the following chapters to unlock the power of Insight in more detail. Don’t forget - pressing F1 will open context sensitive help at any time within Insight. Thank you for using Insight!

Introducing Insight

Insight is very different to PCDirect and WinDirect. Insight consists of seven **modules**. Each module is a separate program that helps you manage an aspect of your Inner Range installation. The seven modules are (in the order you will probably use them):

Icon	Module	Description
	Launch Pad	Launch Pad is a central springboard that lets you quickly navigate to the other Insight modules.
	Insight Edit	Insight Edit lets you inspect and modify the programming of your Inner Range system.
	Insight Review	Insight Review lets you examine live and archived panel review, and generate reports.
	Insight Archiver	Insight Archiver provides a one-click backup solution for your Insight security database.
	Licence Manager	Licence Manager activates paid features.
	Insight Operators	Insight Operators lets you manage access rights and privileges of employees who can logon to the Insight front-end.
	Insight Schematic	Insight Schematic allows operators to monitor the status of an installation via an intuitive interface based around graphical floor plans and site maps.

Warning

Insight is compatible with version 5 panel firmware. You can determine the firmware of your panel by pressing MENU-2 on any Elite Terminal. The only operation that can be performed on version 4 panels is enrolment. You cannot change programming, control devices or read review from version 4 panels. After enrolling a version 4 panel, upgrade the firmware to version 5 so it can be managed with Insight. See page 5.

Paid Feature

License Manager, Insight Operators and Insight Schematic are not available in Insight Lite.

Product Highlights

Connectivity

- ✓ Insight is a true multi-panel, multi-workstation system.
- ✓ Insight uses Octane™ compression for fast upload/download, even over slow links.
- ✓ Supports direct serial and internal modem connections. Future releases will add support for external modem and TCP/IP connections.

Editing

- ✓ Changes to module programming take effect immediately, without a LAN secure.
- ✓ The LAN status of modules, zones and auxiliaries is displayed.
- ✓ Selectively show or hide items based on:
    - Name
    - LAN status (secured, missing, unexpected, not installed)
    - Programming status (blank, programmed, queued for upload/download)
- ✓ You can have multiple forms open at the same time.
- ✓ Single-click hyper-linking between forms ("help-9 / help-0" functionality).
- ✓ On-line data comparison between the front-end database and any panel.
- ✓ Automatic detection of edits made at any Elite Terminal.

Management

- ✓ Perform full or partial uploads and downloads.
- ✓ Upload individual records.
- ✓ Full support for offline editing.

Control

- ✓ Remotely control areas, area lists, auxiliaries, auxiliary lists, doors, door lists, floors, floor lists, home auxiliaries and zone inputs.

Online Help

- ✓ Comprehensive context sensitive help. Press F1 for help on any screen!
- ✓ Helpful tips are shown when each module starts. These can be turned off if required.

Installing Insight

Refer to the Quick Start guide on page 5.

Registering Insight Professional

Insight Professional must be registered within 30 days of installation. See page 47 for more information.

Insight Professional (Demo Edition)

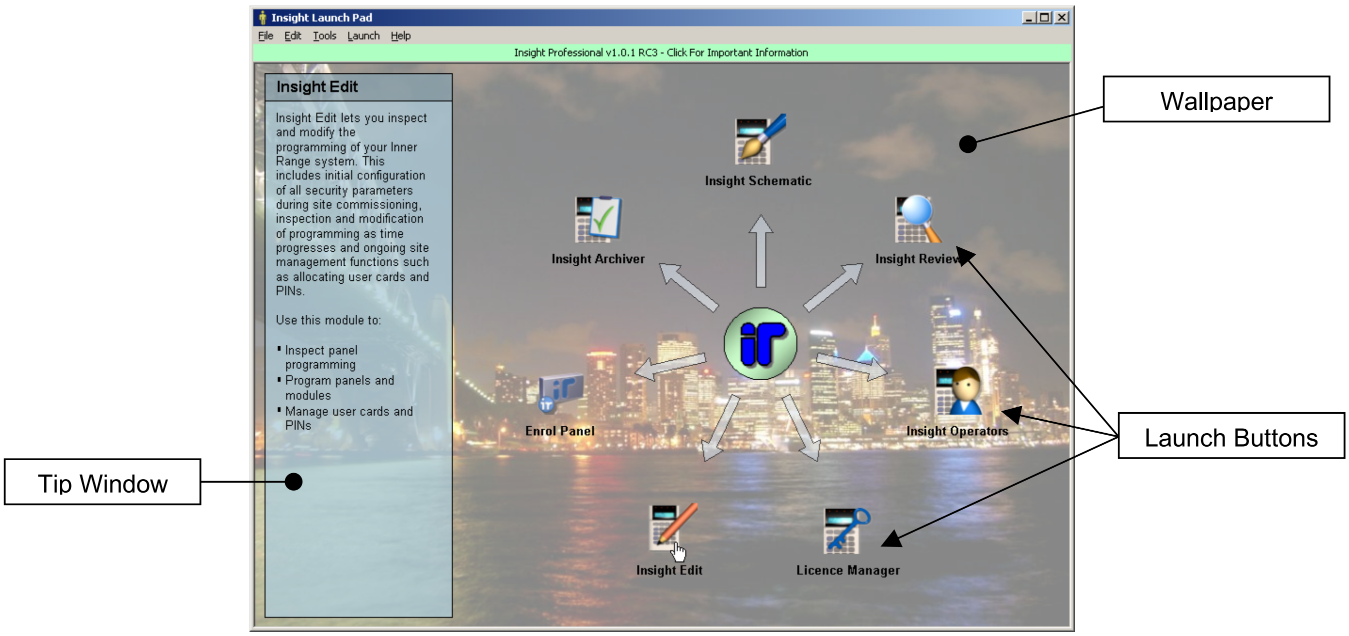
Insight Professional is available in a demonstration edition. This version is identical to Insight Professional, with five exceptions:

- ❖ Operator passwords are bypassed.
- ❖ Only the first five items of each type are visible (doors, areas, users, maps etc.)
- ❖ You are logged off every two hours.
- ❖ A different type of hardware lock is used.
- ❖ Licence Manager is not available.

Launch Pad

Launch Pad is the “command centre” of Insight. It is a module that lets you quickly navigate to all other modules. When you close Launch Pad, it moves to the system tray for easy access (next to your clock in the Windows task bar).

Launch pad also lets you specify key Insight settings such as when Operators need to log on.



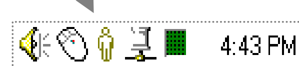
- The **launch buttons** let you launch other modules with one button click.
- The **tip window** provides information about each module. Point your mouse over a launch button for a description of that module.
- The **wallpaper** improves the aesthetics of Launch Pad. You can select from a library of default wallpapers, or choose your own.

Starting Launch Pad

You can start launch pad in two different ways:

1. Click the **start** button and choose Programs → Inner Range → Insight → Insight Launch Pad
2. When you start your computer, Launch Pad appears automatically in the system tray (next to your computer clock). Click the icon.

Tip
If Launch Pad is running, you can access it from the system tray. Click the Insight icon to open it. (On Windows XP, you may need to click the ◂◂ button to display all icons.)



Launching a Module

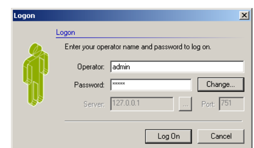
You can start a module in one of four ways. Choose the one that is most convenient for you.

1. Click the module icon with the mouse.
2. Right-click the launch pad icon in the system tray, and in the pop-up menu that appears click the name of the module you want to launch.
3. Click the *Launch* menu, and then click the module you want.
4. Hold down the control key, and then click the number key that corresponds to that module. (See the *Launch* menu for the number assignment of each module.)

The module is launched. You may need to **log in** to the module with an operator name and password.

Tip
You can run multiple different modules simultaneously - you don't have to quit a module before starting another module. If a module is already open, then attempting to launch another copy activates the open module instead.

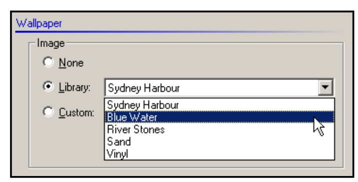
Logging In



You have to log on as an operator before you can use any module. When you start a module, you are prompted to enter your operator name and password.

1. Enter **admin** as the operator name.
2. Enter **admin** as the password.
3. Click **Log On**.

Changing Launch Pad Preferences



You can customise aspects of Launch Pad.

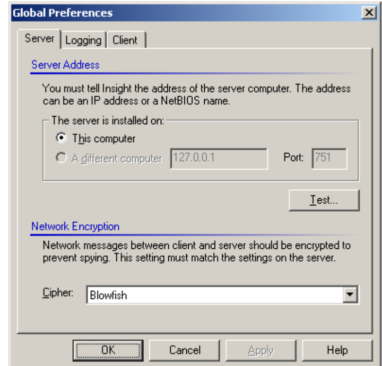
1. On the *Edit* menu, click *Preferences*.
2. Make your changes.
3. Click *Save* or *Apply*.

The settings are:

- **Play Sounds:** clear this check box if you do not want to hear a beep as the mouse moves over a launch button.
- **Wallpaper:** change the appearance of Launch Pad. Choose from a library of built-in wallpapers, or choose your own. You can also fade the wallpaper to make it less obtrusive.

Tip
Settings are saved *per operator*. If you log on to launch pad, your previously saved settings are restored. When launch pad starts, no operator is logged in. You can still change preferences, which will be restored the next time launch pad is started.

Changing Client Settings



You can change Insight settings for your workstation. These settings apply universally to all modules on the workstation.

1. On the *Tools* menu, click *Insight Client Settings*
2. Make your changes.
3. Click *Save* or *Apply*.

The settings are:

- **Server**
    - **Server Address** (not available in Lite)**:** specifies which computer is running the Insight Database Server. If Insight is installed on a single computer, or if this computer is the server in a multi-computer installation, then select “This Computer”. If this computer is not the server in a multi-computer installation, click “another computer” and enter the name or IP address of the server computer.
- **Logging**
    - Specifies diagnostic logging options. Do not modify these settings unless instructed by an Inner Range technician.
- **Client**
    - **Client Options:** tick this option if you want Launch Pad to appear whenever an Insight module is closed.
    - **Password Caching:** specifies when Operators must enter their password. If caching is enabled, then Operators do not need to enter their name and password until they *quit* a module, at which point the cache is cleared. If caching is disabled, then Operators must enter their password every time a module is started.

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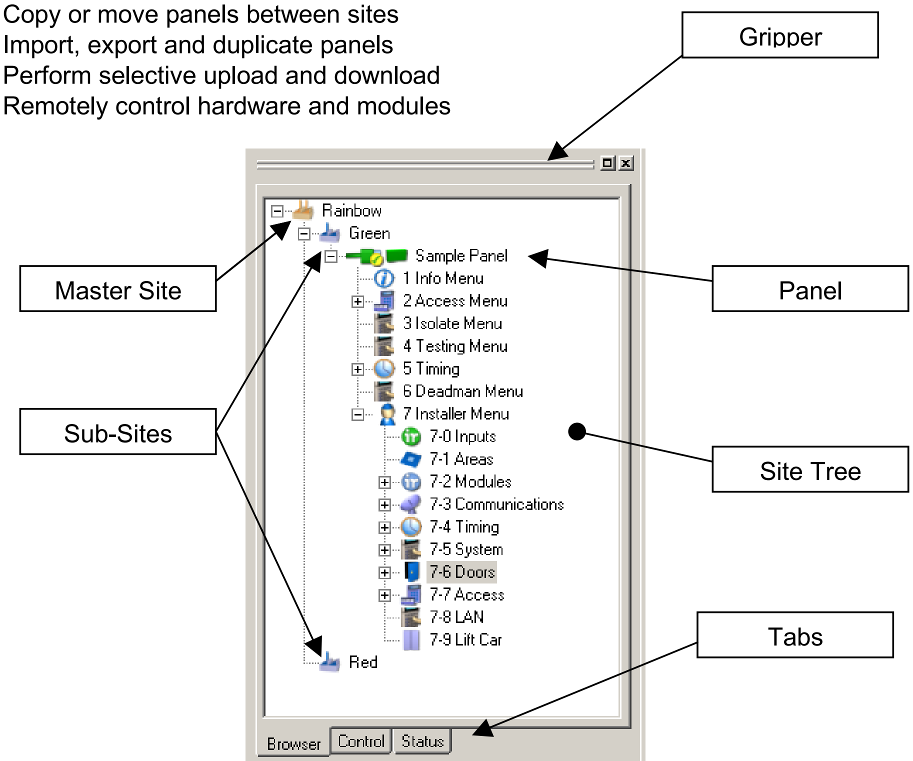
The Insight Toolbar

The Insight Toolbar is the management centre of Insight. The toolbar is where you create and manage sites, enrol panels, control field devices and perform panel programming and maintenance. The Insight Toolbar is available in all modules.

Use the Insight Toolbar to:

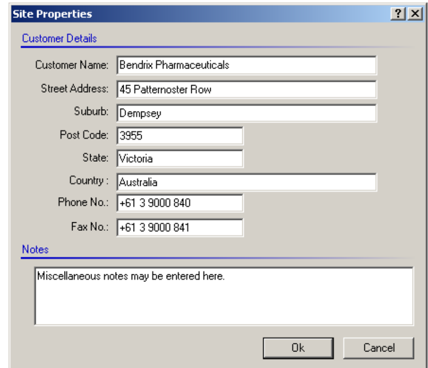
- Enrol panels
- Connect and disconnect panels
- Create master sites and sub-sites
- Copy or move panels between sites
- Import, export and duplicate panels
- Perform selective upload and download
- Remotely control hardware and modules



- The **Site Tree** displays all the sites and panels being managed by Insight.
- The **gripper** lets you undock (float) the toolbar, move it around, or dock (anchor) it.
- Use the **tabs** to select different modes of the Insight Toolbar (page 25).

Working With Sites

When using Insight, you organise your panels into collections called **sites**. A site is a "container" for adding panels. When you create a site, you specify a name and some contact details.



Tip

Sites don't have to correspond to actual, physical sites. You may wish to have a new site per customer, or you may want to group your panels by geographic area, or you may choose to store all of your panels in one site.

Tip

When Insight is installed, it creates a single site called "Default Site".

Previous Software

In PCDirect and WinDirect, sites are called clients. Sites are more powerful, because:

- One site can hold more than one panel.
- Sites can be contained within other sites, forming a 'hierarchy'.

Master Sites and Sub-Sites

If a site is contained within another site, it is called a **sub-site**. Sites that are not contained by other sites are called **master sites**.

Paid Feature

You cannot create sub-sites in Insight Lite.

To Create A New Master Site

1. Right click the blank white area below the bottom of the Sites Tree, and choose "New Master Site…" in the menu that appears. (Tip: you may have to scroll to the bottom of the Site Tree to find the blank area.)
2. Enter a unique name for the site.
3. Click OK.

To Create A New Sub-Site (licensed versions)

1. Right click an existing site and choose "New Sub-Site…" in the menu that appears.
2. Enter a unique name for the site.
3. Click OK.

Operator Permissions

To create a new master site, you must have the **create** permission for sites. To create a new sub-site, you must have the **create** permission for sites and the **change** permission on the parent site.

To Edit Or Rename An Existing Site

1. Right click the site and choose "Properties…" in the menu that appears.
2. Edit the details of the site.
3. Click OK.

Operator Permissions
To edit or rename a site, you must have the **change** permission on that site.

To Move A Sub-Site (paid versions)

1. Click the site you want to move, and keep the mouse button down.
2. Drag the site into its new location.
3. Release the mouse button

Panels are moved with the site. You cannot move a site into a different master site.

Operator Permissions
To move a sub-site, you must have **delete** permission on the site being moved and **change** permission on both the old and new parent sites.

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Working With Panels

You cannot work with a panel until it has been created in Insight. There are three methods of creating panels:

1. **Enrolling:** this is the normal method. The panel is physically connected, and is fully uploaded into Insight.
2. **Importing:** with this method, the operator specifies a template file that is loaded into Insight. The panel is connected later on for full or partial download from the template.
3. **Copying:** the programming of an existing panel can be duplicated, creating a new panel. The programming of the new panel can then be fully or partially downloaded later on.

Tip

Insight ships with a number of "empty panel" templates, including Standard, Enlarged, Access, Access 2, Alarms, Apartments, Extra Door and Special. You can use these templates as a basis for panel programming without enrolling an empty panel.

Warning

Once you enrol a panel into a particular site, it can only be moved amongst sites in the same master site. You cannot move a panel from within one master site to another master site. Make sure the desired master site exists *before* you enrol panels.

Note

Panel connections are always made through Insight Server. For direct serial connections, the panel must be connected to the server computer. For dial-up connections, the PC modem must be connected to the server computer.

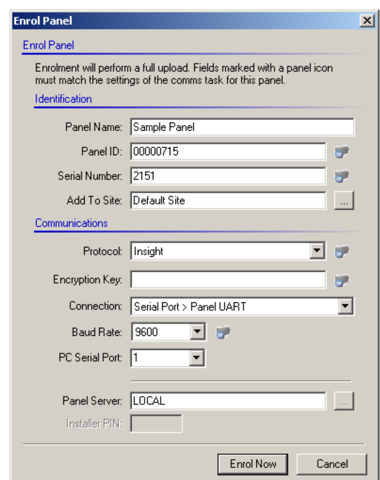
Paid Feature

By default, you can only manage one panel with Insight Professional . If you want to manage multiple panels with Insight Professional, you must purchase a multi-panel licence.

Enrolling Panels

Enrolling a panel makes the panel available in Insight, and also uploads (reads) all of the existing programming and users from the panel. To upload a panel:

- The panel must be powered on.
- Insight must be able to communicate with the panel (via direct serial, dial-up or TCP/IP).
- A comms task must be configured in the appropriate format. For PCDirect, consult your programming manual. For Insight, see page 65.



To enrol a panel:

1. In the Insight Toolbar, decide which site will contain the panel. If necessary, create a new master site or sub-site.
2. Right click on the site that will contain the panel, and choose "Enrol Panel…" in the menu that appears.
3. The Enrol Panel window appears. Enter the correct information for the panel being enrolled (see following pages).
4. Click the **Enrol Now** button. A new window appears, showing enrolment progress.

Note

Some of the settings on the enrolment screen *must match* the equivalent settings in Insight, or enrolment will fail. For your convenience, these fields are marked with a small Control Module icon ( ). Double-check that these settings match the settings in the panel.

Note

You can only enrol panels from the Insight Server computer. You cannot enrol panels from an Insight Client computer.

Operator Permissions

To enrol a panel, you must have the **create** permission for panels and the **change** permission on the containing site. The permissions for the new panel are copied from the *defaults* tab of each Operator Type.

Previous Software

Uploading a panel in WinDirect and PCDirect was a very time consuming task. Insight uses Octane™ compression to upload the panel many times faster. Depending on panel contents and transfer conditions, Insight can upload up to 1000% faster than PCDirect / WinDirect.

If you are enrolling a version 5 panel:

Name: Enter a name for the panel.

Panel ID: Enter the 8 digit panel identification number. This number **must match** the panel ID specified in the Insight comms task.

Serial Number: Enter the panel serial number (press MENU-2 on any terminal). You must enter the number exactly as it appears, including leading zeros.

Add To Site: Shows the site that will contain the newly enrolled panel.

Encryption Key: Enter the encryption key for this panel (exactly 32 digits). This number **must match** the Insight A & Insight B fields specified in the Insight comms task. Leaving this field blank is equivalent to selecting all zeros.

Connection: Specify the connection method you will use to enrol the panel.

- Ethernet→Panel Ethernet UART: select this option if you wish to use your computer's TCP/IP network connection or the Internet, and the panel is fitted with a TCP/IP Ethernet UART board.
- Serial Port→Panel UART: select this option if you are using a direct serial connection between Insight Server and the panel, or if you are using a serial to TCP/IP protocol converter (e.g. Lantronix).
- PC Modem→Panel External Modem: choose this option if you wish to use a modem on the Insight Server computer to dial an external modem on the panel.
- PC Modem→Panel Internal Modem: choose this option if you wish to use a modem on the Insight Server computer to dial the internal modem on the panel.

Settings: Specify any additional connection parameters here. Settings such as baud rate and IP address must match those of the panel.

Panel Server: Do not change this setting from 'LOCAL'.

Protocol: Set this to Insight. Make sure comms task 1 is configured as Insight (page 65).

Installer PIN: This field is ignored and may be left blank.

If you are enrolling a version 4 panel:

Name: Enter a name for the panel.

Panel ID: Enter a unique, non-zero number in this field. The first two digits should be 00. Later on, when the panel is upgraded to version 5, you must configure the Insight comms task with this value.

Serial Number: Enter the panel serial number (press MENU-2 on any terminal). You must enter the number exactly as it appears, including leading zeros.

Add To Site: Shows the site that will contain the newly enrolled panel.

Encryption Key: Enter the encryption key for this panel (exactly 32 digits). Later on, when the panel is upgraded to version 5, you must configure the Insight comms task with this value. Leaving this field blank is equivalent to selecting all zeros.

Connection: Specify the connection method you will use to enrol the panel.

- Ethernet→Panel Ethernet UART: you cannot select this option when enrolling a version 4 panel.
- Serial Port→Panel UART: select this option if you are using a direct serial connection between Insight Server and the panel, or if you are using a serial to TCP/IP protocol converter (e.g. Lantronix).
- PC Modem→Panel External Modem: choose this option if you wish to use a modem on the Insight Server computer to dial an external modem on the panel.
- PC Modem→Panel Internal Modem: choose this option if you wish to use a modem on the Insight Server computer to dial an internal modem on the panel.

Settings: Specify any additional connection parameters here. Settings such as baud rate must match those of the panel.

Panel Server: Do not change this setting from 'LOCAL'.

Protocol: Set this to PCDirect. Make sure there is a PCDirect comms task configured in the panel.

Installer PIN: The PIN number of User 1 in the panel.

Warning

Although you can upgrade version 4 panels, you cannot manage them with Insight until they are upgraded to version 5. See page 5.

Troubleshooting

If you receive a message to say that the upload failed, review the following checklists.

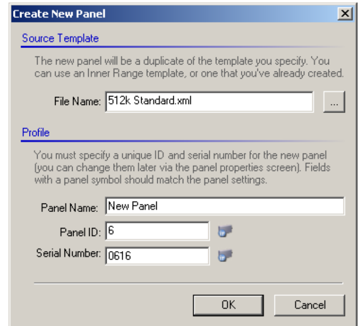
If you are using the Insight protocol to enrol the panel:

- If you upgraded the panel from version 4:
  - Was your firmware upgrade successful? (Press MENU-2 on any Elite Terminal, and confirm that the version is 5.xx)
  - Did you remember to default the panel?
- The Insight comms task *must* be Comms Task 1.
- Check the configuration of your Insight comms task matches with the Insight software:
  - Panel ID (which must be unique and non-zero)
  - Connection method and parameters (including baud rate etc.)
- Check you have entered the panel serial number correctly (including leading zeros)
- If you are using Serial Port → Panel UART, make sure you have specified the correct serial port on your PC, and that no other programs are using this port.
- Make sure you have given Insight the correct protocol information. In particular, check that:
  - The protocol is set to 'Insight'.
- Make sure the other Insight options are correct (page 65).
- Try stopping and starting the Insight comms task.
- Try restarting your computer.

If you are using the PCDirect protocol to enrol the panel:

- Make sure your panel ID is unique. Even though PCDirect doesn't use it, Insight still checks this number because it will be used later on.
- Make sure you have given Insight the correct protocol information. In particular, check that:
  - The protocol is set to 'PCDirect'.
  - You have entered the correct installer PIN.
- Check the configuration of your Insight comms task matches with the Insight software:
  - Connection method and parameters (including baud rate etc.)
- If you are using Serial Port → Panel UART, make sure you have specified the correct serial port on your PC, and that no other programs are using this port.
- Try stopping and starting the PCDirect comms task.
- Try restarting your computer.

Creating Panels From Templates



You can create a panel from a template. Templates can be blank panel configurations from Inner Range, or any panel that you've exported previously. Once you've created the new panel you can download it into a physical panel at a later date.

To create a panel from a template:

1. In the Insight Toolbar, decide which site will contain the panel. If necessary, create a new master site or sub-site.
2. Right click on the site that will contain the panel, and choose "New Panel From Template…" in the menu that appears.
3. The Create New Panel window appears. Enter the correct information for the panel being created.
4. Click OK.

A progress window appears while the panel is being imported.

Note

The new panel will be created with the name, ID and serial number you specify. After creating the panel, you must manually set up protocol parameters and connection paths. In the Insight Toolbar, right click the new panel and select "Properties…" from the menu that appears, then click the *Protocol* and *Ports* tabs.

Tip

Insight ships with a number of "empty panel" templates, including Standard, Enlarged, Access, Access 2, Alarms, Apartments, Extra Door and Special. You can use these templates as a basis for panel programming without enrolling an empty panel.

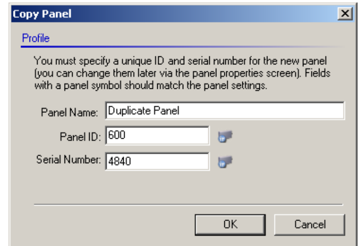
Operator Permissions

To import a panel, you must have the **create** permission for panels and the **change** permission on the containing site. The permissions for the new panel are copied from the *defaults* tab of each Operator Type.

Field Descriptions:

File Name:	Click the **...** button and navigate to the template file you wish to import.
Panel Name:	Enter a name for the new panel.
Panel ID:	Enter the panel identification number. This number **must match** the panel ID specified in the Insight comms task. If you do not know the panel ID (for example, the panel has not yet been delivered), enter any unique number here, and change it later on.
Serial Number:	Enter the panel serial number (press MENU-2 on any terminal). You must enter the number exactly as it appears, including leading zeros. If you do not know the panel serial number, enter any number here, then change it later on.

Duplicating Panels



You can duplicate a panel that you have already enrolled, and then download the duplicate panel into a physical panel at a later date.

To duplicate a panel:

1. In the Insight Toolbar, decide which site will contain the duplicate panel. If necessary, create a new master site or sub-site.
2. Hold down the Control key on the keyboard.
3. Click on the panel you want to duplicate, but do not release the mouse button.
4. Drag the panel onto the site that will contain the duplicate. A plus sign appears.
5. Release the mouse button. (You can release the Control key as well.)
6. The Copy Panel window appears. Enter the correct information for the panel being created.
7. Click OK.

The new panel is created.

Note

The new panel will be created with the name, ID and serial number you specify. After creating the panel, you must manually set up protocol parameters and connection paths. In the Insight Toolbar, right click the new panel and select “Properties…” from the menu that appears, then click the Protocol and Ports tabs.

Operator Permissions

To duplicate a panel, you must have the **create** permission for panels, the **inspect** permission on the panel being copied, and the **change** permission on the site that will contain the copy.

Field Descriptions:

Panel Name:	Enter a name for the duplicate panel.
Panel ID:	Enter the panel identification number. This number **must match** the panel ID specified in the Insight comms task. If you do not know the panel ID (for example, the panel has not yet been delivered), enter any unique number here, and change it later on.
Serial Number:	Enter the panel serial number (press MENU-2 on any terminal). You must enter the number exactly as it appears, including leading zeros. If you do not know the panel serial number, enter any number here, then change it later on.

Moving Panels

You can move a panel from one site to another site. Note that you can only move panels within the same master site.

To move a panel:

1. In the Insight Toolbar, decide which site you want to move the panel to. If necessary, create a new sub-site.
2. Click on the panel you want to move, but do not release the mouse button.
3. Drag the panel onto the site you want to move it into. A special icon appears.
4. Release the mouse button.

The panel is moved.

Making Connections

Panel connections are managed from the Insight Toolbar. When a panel is not connected, you can do the following:

- Make offline edits to panel programming with Insight Edit, which will be downloaded to the panel later.
- View archived review data with Insight Review
- Generate reports on archived data with Insight Review (licensed version)
- Backup your entire Insight database with Insight Archiver
- Create and manage operators with Insight Operators (licensed version)

When a panel is connected, you can perform the following additional actions:

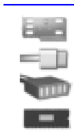
- Transmit changes to panel programming (including user cards and PINs)
- Control doors, zone inputs and auxiliaries
- Read live security logs (review) from the panel
- Monitor security status with Insight Schematic

Tip

A summary of panel connections is shown in the status bar at the bottom right of most Insight modules. If no panels are connected, a blinking red square is shown. 0 Panel(s) online
Yellow means some panels are connected, and green means all panels are connected.

Understanding Connection Status

The status of the panel is displayed graphically in the Insight Toolbar. Refer to the following table:

Icon	Path	Status	Description
	TCP/IP Serial Ext. modem Int. modem	Disconnected	The panel is not connected. Programming changes will be queued. Review and status information is not available. Hardware cannot be controlled.
	TCP/IP Serial Ext. modem Int. modem	Connected	The panel is connected. Live and queued programming changes will be transmitted. Review and status information is available. Hardware can be controlled.
	TCP/IP Serial Ext. modem Int. modem	Connection error	The connection could not be established, or has been lost. Try 'troubleshooting' on page 20.

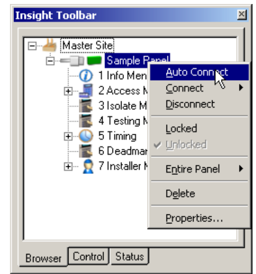
Tip

Connections can take up to twenty seconds to establish. While Insight is negotiating the connection, the panel icon changes to .

Tip

To get a quick overview of the status of all panels in an installation, click the **status** tab of the Insight Toolbar. It lists all panels in a flat hierarchy, with all sub-sites removed from the tree.

To connect a panel:



1. Right-click the panel in the Insight Toolbar, and choose “Auto Connect” in the menu that appears.

Insight establishes a connection with the panel. The connection icon turns green with a tick upon success, or red with a cross if the connection could not be established.

Note

The connection will remain active, even if you close all Insight modules. The connection will only be broken if you choose to disconnect, or if the Insight Server is stopped.

Note

When you connect a panel, the following operations are performed automatically: refresh LAN status (page 29), check for terminal edits, check memory configuration (page 36), download review (page 40).

Tip

If the panel is configured with multiple connection types (for example, direct serial and dial-up), Insight tries the ‘best’ path first. Insight always tries to connect in this order: TCP/IP, direct serial, dial-up to external panel modem, dial-up to internal panel modem, GSM. Only configured paths are tried – see page25.

Tip

If you don’t want to use “auto connect” you can manually specify a connection method. After right-clicking the panel, choose “connect” in the menu that appears, then specify the connection method to try. If a method is disabled it has not been configured yet for that panel.

Tip

You can get more information about the current connection status of a panel. Right click the panel and choose “properties” in the menu that appears, then click the “status” icon.

Operator Permissions

To connect to a panel, you must have the **control** permission for the panel.

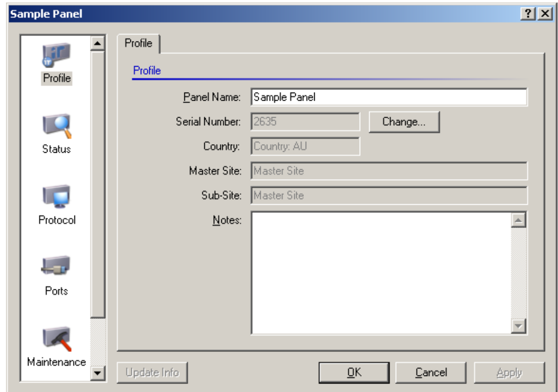
To disconnect a panel:

1. Right-click the panel in the Insight Toolbar, and choose “Disconnect”.

Operator Permissions

To disconnect a panel, you must have the **control** permission for the panel.

Panel Properties



You can find out further information about your panel by opening the panel properties window. From here you can rename the panel, change Insight protocol settings, configure communications ports, set the panel date and time, perform directory maintenance and inspect other panel properties such as firmware version and PCB revision.

To open panel properties:

1. Right-click the panel in the Insight Toolbar, and choose “Properties…” in the window that appears.

To change protocol settings:

1. Open panel properties and click the “Protocol” icon.
2. Fields marked with a Control Module icon *must match* the corresponding settings in the Insight comms task.
3. Click OK.

Tip

You can configure Insight to connect panels automatically under certain conditions. Open panel properties, click the “Protocol” icon then click the Connection tab.

To change port settings:

1. Open panel properties and click the “Ports” icon.
2. Fields marked with a Control Module icon *must match* the corresponding settings in the Insight comms task.
3. Click OK.

Tip

You can configure multiple paths (such as direct serial and dial-up) so that if one path fails, additional paths can be tried.

To set the panel date and time:

1. Open panel properties and click the “Maintenance” icon.
2. Click the Date/Time button.
3. To synchronise the panel time with the time on the workstation you are using, click the “PC Time” button. To set the date and time manually, highlight each digit and click the up and down buttons.
4. Click OK.

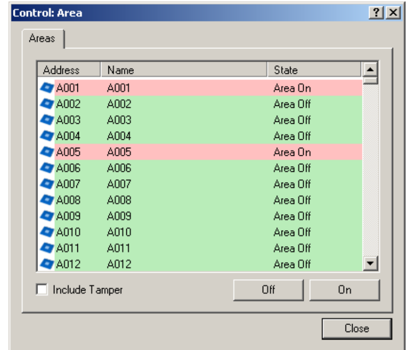
Note

The panel must be connected before you can set the date or time. If the panel is not connected, the button is disabled.

Warning

Changing the panel date and time causes all time zones, diaries and holidays to be re-evaluated, which in turn could alter the state of auxiliaries, calculated auxiliaries and other system entities.

Remote Control



You can control your Inner Range security system remotely using Insight. You can control areas, area lists, auxiliaries, auxiliary lists, doors, door lists, floors, floor lists, home auxiliaries and inputs.

To control items remotely:

1. Click the Control tab of the Insight Toolbar.
2. Click the item type you want to control
3. A window appears containing the items of that type, and after a moment the current state is displayed.
4. Highlight the item(s) you want to control.
5. Click the appropriate control button to control the item.

Tip

You can select multiple items by holding down the SHIFT or CONTROL keys whilst clicking.

Tip

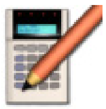
If an item changes state, the change will be reflected in the control window within five seconds.

Tip

The Insight Toolbar doesn't have a Control tab in Insight Schematic. To control items in Schematic, right click the item directly on the map and choose from the menu that appears.

Operator Permissions

To control an item you must have the **control** permission for that item.

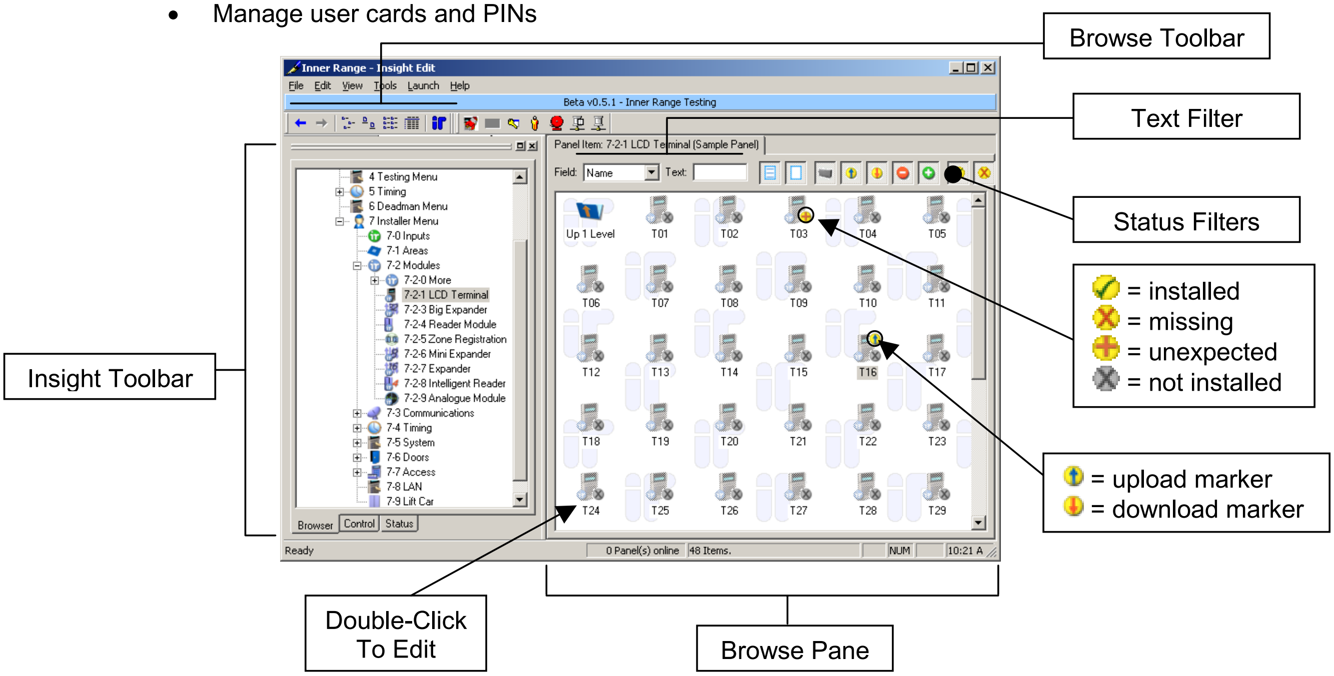


Insight Edit

Insight Edit lets you inspect and modify the programming of your Inner Range security system. This includes initial configuration of all security parameters during site commissioning, inspection and modification of programming as time progresses and ongoing site management functions such as allocating user cards and PINs.

Use Insight Edit to:

- Inspect panel programming
- Program panels and modules
- Manage user cards and PINs



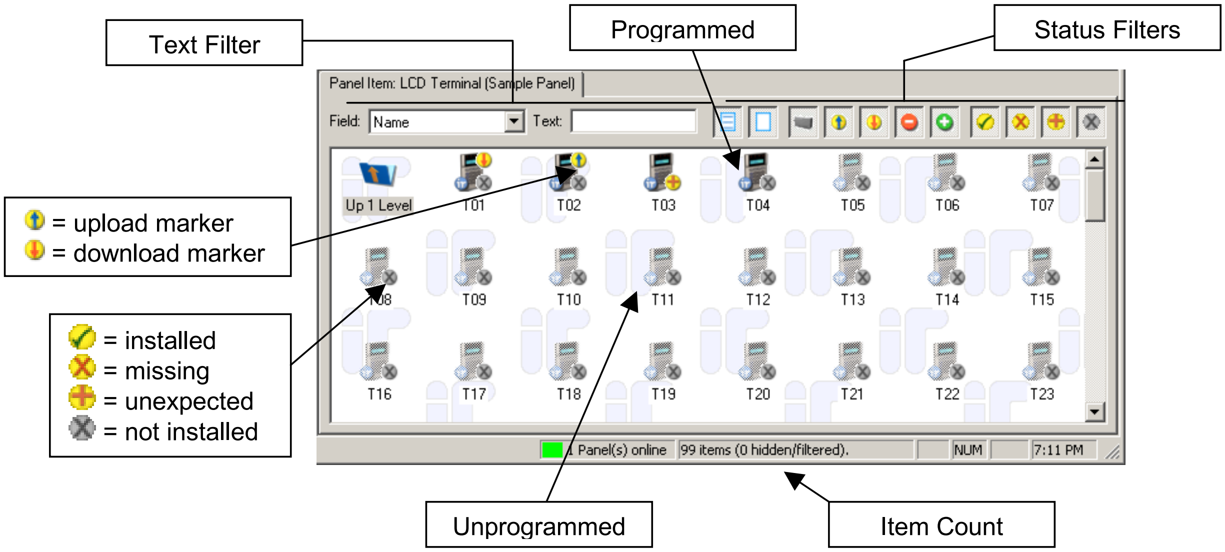
- The **Insight Toolbar** lets you manage your sites and panels (page 13).
- The **browse pane** displays items you can program (page 28).

Note

The following sections deal with panel programming. You can only program panels that have been **enrolled** into Insight. To learn how to enrol panels, see 'enrolling panels' on page 17.

Using the Browser

The most important part of Insight Edit is the browser pane. Once you have mastered the use of this pane you can quickly and easily make programming changes to your panels.



Navigation

The browser pane is driven from the Insight Toolbar. To program a particular item:

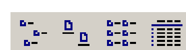
1. In the Insight Toolbar, click the **browse** tab.
2. Expand the tree for the panel you wish to program.
3. Click on the programming item you want.

Tip

You can change the layout of the Insight Toolbar by selecting "Preferences…" on the Edit menu, then clicking the *Interface* tab. Installers who are used to the terminal menus will probably want to use the "installer" layout.

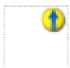
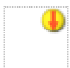
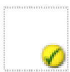
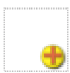
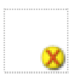
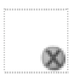
Tip

By default, the browser pane is set to large icon view (pictured). You can select different views with the Browse Toolbar. In particular, 'detail' view allows you to sort the information by clicking on the column headings.



Understanding Item Status

Various graphics and symbols are used in the browser to reflect the status of each programming item.

Symbol	Applies To	Meaning	Description
	All items	Programmed	Items that are ‘solid’ have been programmed.
	All items	Blank	Items that are translucent are blank / have not been programmed.
	All items	Upload	This item has been marked for upload. The next time the panel is connected, the item will be read from the panel.
	All items	Download	This item has been queued for download. The next time the panel is connected, the item will be written to the panel.
	Hardware items	Secured	The module is present on the LAN and secured.
	Hardware items	Unexpected	The module is present on the LAN, but not secured.
	Hardware items	Missing	The module should be on the LAN but isn’t.
	Hardware items	Uninstalled	The module isn’t on the LAN.
	All items	Shadow	This record has been created because the panel memory configuration has changed, and there are more items of this type than before.
	All items	Surplus	The panel memory configuration has changed, and this record no longer fits into the new configuration.

Tip

The status of hardware modules (secured, missing etc.) is updated each time you connect with a panel. You can also update this status manually. Right-click the panel in the Insight Toolbar and choose “Entire Panel” in the menu that appears, then choose “refresh LAN status”.

Using Filters

You can filter the browser so that only key items are displayed. There are a number of different filtering methods available.

Using Filter Buttons

You can quickly show and hide items with the filter buttons.

Click **show programmed** to hide or show programmed items
Click **show blank** to hide or show blank / unprogrammed items

Click **show normal** to hide or show records that aren't surplus, shadow or marked
Click **show upload** to hide or show items marked for upload from the panel
Click **show download** to hide or show items marked for download to the panel
Click **show surplus** to hide or show surplus records
Click **not shadow** to hide or show shadow records

Click **installed** to hide or show secured hardware
Click **missing** to hide or show missing hardware
Click **unexpected** to hide or show unexpected hardware
Click **not installed** to hide or show uninstalled hardware

To use the filter buttons:

1. Click the appropriate filter button. If the button is active (pressed in), then items matching that type will be displayed.

Note

Filters are saved for each different item type, even when you exit Insight Edit. Always check the item count (bottom right corner) to see if there are any items hidden in the current view.

Using Filter Text

You can filter based on text that you specify. Text filtering can be applied to the name, address or notes field of regular items, and also the site code and user type of users.

To use filter text:

1. Select the *field* you want to filter on. "Name in panel" is the short name of the item. "Name" is the full-length Insight name. "Address" is the notated address (such as DL015 for door list 15). 'Notes' is the notes field kept by Insight for each item.
2. Enter the text you want to filter by.
3. Press enter. Your filter is applied.

Using Wildcards

You can use special symbols called "wild cards" in your text filters. The ? symbol matches **one** letter. The * symbol matches **any number** of letters.

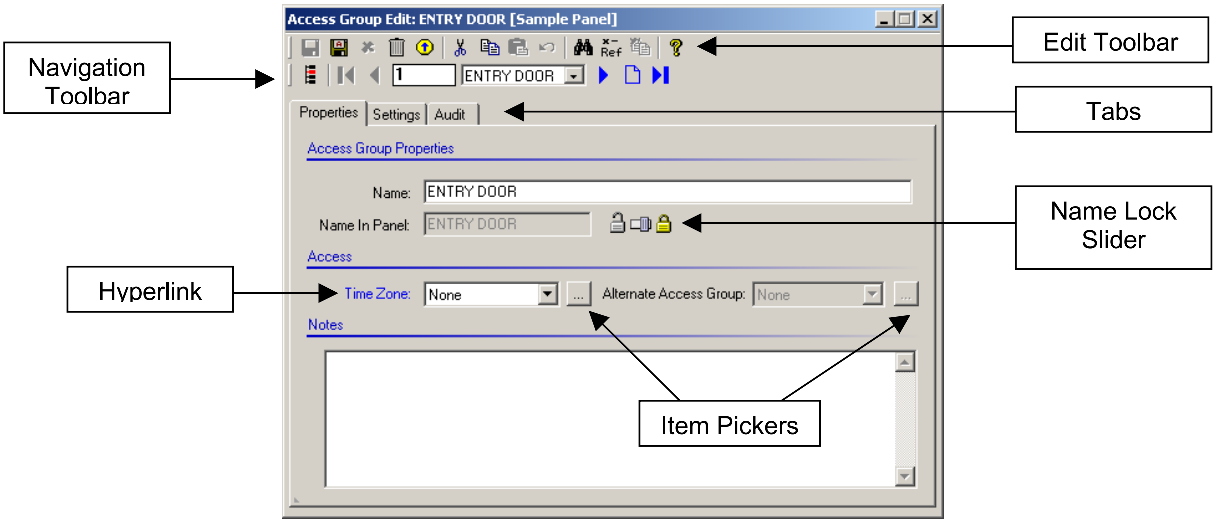
Here are some example filters to get you started.

- Name = "PIR" → only show items whose name includes the word "PIR"
- Notes = "delay" → only show items whose notes includes the word "delay"
- Address = "C01" → only show control module items
- Address = "T03:Z05" → show the fifth zone input on the third LCD module
- Address = "T03:Z*" → show all zone inputs on the third LCD module
- Address = "T*:Z*" → show all zone inputs on all LCD modules
- Address = "*:Z*" → show all zone inputs on all modules

- Address = “?01:Z10” → show the tenth zone input on the first module of each type
- Address = “*:S?5” → shows all system inputs ending in “5” on every module
- Name = “k*” → shows all names starting with the letter K
- Name = “*s” → shows all names ending in the letter S

Editing Items

To edit an item, double click the item in the browser. This opens an **edit window** for that item.



Using the Navigation Toolbar

Locate this item in the Insight Toolbar **tree**.

Go to the **first** record.

Go to the **previous** record.

2 — Displays the current record number. You can enter a different number to jump to that number.

EXIT DOOR — Displays the current record name. Click on the arrow to select a different record to jump to.

Go to the **next** record.

Go to the next **blank** / unprogrammed record.

Go to the **last** record.

Using the Edit Toolbar

Save changes to the current record. If the panel is offline, mark the record for download the next time a connection is available.

Turn **autosave** on or off. With autosave enabled, changes to a record are saved automatically as soon as the record is closed or you use the navigation buttons.

Discard changes you've made to this record without saving them. The record reverts to the last saved version.

Erase the programming of this record. The record becomes blank / unprogrammed.

Upload the current record from the panel. If the panel isn't connected, the record is marked for upload the next time a connection is available.

Places the current record into the Windows clipboard. When you select paste, the record is then erased.

Copies the current record into the Windows clipboard.

Pastes from the Windows clipboard over the current record.

Undo the last action. You can repeat this command to undo all changes made since the record was opened.

Opens the **find** window.

x-Ref Opens the **cross-reference** window for this item.

Opens context-sensitive **help** for this item.

Tip

If you are editing a lot of records, you should probably turn **autosave** on. As you finish each record, using the navigation buttons save your changes automatically.

Operator Permissions

To open an item, you must have the **inspect** permission for the item. To save changes to an item, you must have the **change** permission for the item.

Online and Offline Edit

If you save programming changes while the panel is connected, the changes are sent to the panel immediately. This is called “online edit”. If you make changes while the panel is disconnected, then the changes are queued to be written later on. This is called “offline edit”.

Insight uses different colours so you can quickly see if there are edits waiting to be sent to the panel.

Icon	Meaning	Description
	Panel synchronised	There are no edits waiting to be sent to the panel.
	Panel synchronising	Programming changes are being exchanged with the panel. The number in brackets next to the panel name indicates how many changes are remaining to be sent / received.
	Panel unsynchronised	Offline edits have been made. There are programming changes waiting to be written to the panel.

Tip

If your panel is red (unsynchronised), you can find all records that are queued for upload or download by opening a new search, clicking the “only match records marked for upload or download” and clicking “Find Now” (without entering any search text).

More Editing Features

Long Name and Notes

Insight lets you enter long names for all items, and a notes field for recording miscellaneous details.

Name Lock Slider

Although Insight allows for long names on all items, the Control Module only has limited space for names. To spare operators from the chore of entering both long and short names, Insight automatically links them together. If the name is too long to fit into the panel, a tilde (~) symbol is used.

Names are locked (default behaviour).

Names are unlocked and may be edited separately.

Tip
If you enter a very long name with numbers at the end, Insight will preserve the numbers and remove excess characters from the middle of the name instead of the end.

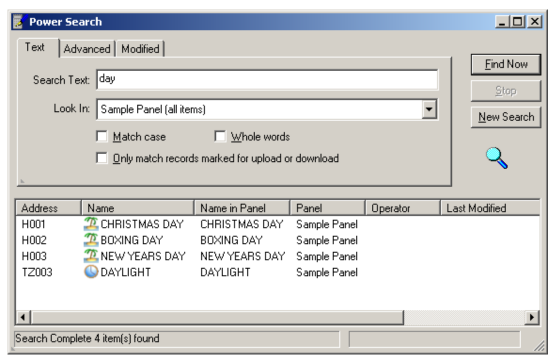
Item Picker
Wherever you see a button like this (...) you can click it to open the **item picker**. This is a window that lets you choose from a list of items.

Quick Navigation (Hyperlinks)
Hyperlinks let you quickly navigate between related items, without using the Insight Toolbar to manually locate them. To follow a hyperlink, click on it with the mouse button.

Tip
You can click as many nested hyperlinks as you like. When you close the windows that have popped up, you will return to the original record you were editing.

Previous Software
In WinDirect, quick navigation was performed with the F9 and F10 keys. On panel terminals, quick navigation is performed with the HELP-9 / HELP-0 key combinations.

Searching Panels



Insight Edit includes an extremely fast search tool. You can choose between **simple** searches, which look for matching text in the locations that you specify, and **advanced** searches, which let you specify complicated searches such as "find everything with the word *door* but not the word *office*".

To perform a simple search:

1. On the Edit menu, choose "Power Search…" (or press CTRL+F).
2. Enter the text you wish to search for.
3. Choose which panels and item types you wish to search by clicking the "Look In" field (optional).
4. Clear **match case** if you want *GREEN* to match with *Green.*
5. Clear **whole words** if you want *am* to match with *hammer*.
6. Enter any settings you want on the "Modified" tab (optional).
7. Click "Find Now", or press ENTER.

Items matching the search text are displayed.

Note
In simple searches, the 'name', 'name in panel' and 'notes' fields are searched.

Tip
If your panel is red (unsynchronised), you can find all records that are queued for upload or download by opening a new search, clicking the "only match records marked for upload or

download" and clicking "Find Now" (without entering any search text).

Tip
You can open any matching item by double-clicking it with the mouse.

To perform an advanced search:

1. On the Edit menu, choose "Power Search…" (or press CTRL+F).
2. Click the "Advanced" tab.
3. Enter your search criterion (see below).
4. Choose the fields you wish to search (optional).
5. Enter any settings you want on the "Modified" tab (optional).
6. Click "Find Now", or press ENTER.

You specify advanced criteria by entering text (enclosed in single or double quotes) separated by special commands **and**, **or**, **not** and **xor** ("exclusive or"). Placing a text item in **double quotes** means the text will match both upper and lower case. Placing a text item in **single quotes** means the text will only match if the case is the same. Brackets are used like they are in arithmetic.

Examples

"door"
→ matches all items with *door* (including *trapdoor, doorstop, DOORMOUSE* etc.)

'DOOR'
→ matches all items with *DOOR* (including *TRAPDOOR* but not *trapdoor)*

exact("door")
→ matches all items with the whole word *door* (including *DOOR* but not *trapdoor*)

exact('door')
→ matches all items with the whole word *door* (but not *DOOR* or *trapdoor*)

"door" or "window"
→ matches all items with either *door* or *window* or both, regardless of capitalisation

"door" and "window"
→ matches all items with both *door* and *window*

"door" and not "window"
→ matches all items with *door*, unless the item also has *window*

"door" or not "window"
→ matches all items with *door*, and also matches all items without the word *window*

not "door"
→ *matches* anything that doesn't have the word *door*

"exit" and ("door" or "window" or "corridor")
→ matches anything that has either *door*, *window* or *corridor* so long as it also has the word *exit*

"exit" or ("door" and "window" and "corridor")
→ matches anything that has both *door*, *window* and *corridor* or it has *exit*

"door" xor "window"

→ matches everything with either *door* or *window*, but not both

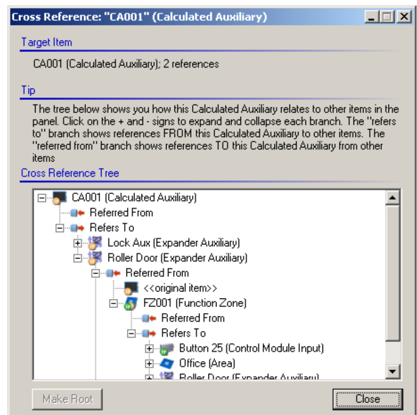
Tip

If you have difficulty understanding advanced searches, try entering some of the examples listed above, then modifying them to what you want.

Operator Permissions

You must have the **see** permission on an item for it to appear in the output window.

Cross-Referencing Items



The cross-reference window is a very useful and powerful tool for trouble-shooting an Inner Range installation. When an item is cross-referenced, *all* programming relationships between that item and the rest of the system are displayed. For example, cross-referencing a calculated auxiliary show any auxiliaries, inputs, areas, lift cars, floor lists and counters that might be influenced by the calculated auxiliary.

To cross-reference an item:

1. Select the item in the browser window, or open the item for editing.
2. From the Edit menu, choose “cross-reference”; or press F2; or click the “x-ref” toolbar button (editing window only).

The cross-reference window appears.

- Any items that this item refers to are shown in the **refers to** section.
- If this item appears in the programming of a completely different item, then this relationship is shown in the **referred from** section.

Tip

You can open an item from the cross-reference window by right-clicking and choosing “Edit” in the menu that appears.

Warning

The cross-reference window will not show an item if you do not have the **see** permission for that item. In this case, the cross-reference tree will be incomplete.

Panel Memory Configurations

Each Inner Range panel has a database for storing users and programming information. The size of the database is determined by the size of the memory chip on the panel (32, 128 or 512 kilobytes). For each memory size, there are a number of **memory configurations** (such as Standard, Alarms and Special) that determines how many items of each type are stored by the panel. This count of items is known as the **directory** of the panel. For example, the 512k Standard directory has 128 doors, 250 areas, 64 time zones and so on.

When you connect to a panel, Insight automatically checks the panel’s directory. Under normal circumstances, the directory of the panel and the directory stored by Insight is the same. Under certain circumstances, they can be different.

1. You have used a terminal to ‘default’ (change) the panel configuration since it was

enrolled; or
2. You created the panel in Insight from a template or by duplicating another panel, and are now connecting to a panel with a different memory configuration.

Both situations cause a conflict in Insight, because the panel contains a different number of records than you can see in Insight. Insight automatically resolves the conflict by creating *surplus* and *shadow* items.

Surplus items are records that no longer fit in the new panel memory configuration. You can edit them, but they cannot be saved to the panel unless the panel configuration is changed to something else. If you know you will never do this, then the surplus records can be *trimmed*, which deletes them permanently from Insight.

Shadow items are records that exist in the new panel configuration, but not in Insight. They are like a 'place holder', telling you that the records exist in the panel but have not been uploaded yet. If you know you will be sticking with the new memory configuration, then these records should be *expanded,* which converts them into 'real' records by uploading them from the panel.

Below are some examples of surplus and shadow records and how they are created.

Example 1

Insight:	4 diaries
Panel:	2 diaries
Insight after connect:	4 diaries (2 normal, 2 surplus)
Insight after 'trim' command:	2 diaries

Note

If you edit a surplus record and click save, your panel will be permanently unsynchronised (since Insight can never save your changes to the panel). To rectify this, you should trim the surplus records.

Example 2

Insight:	1 door
Panel:	4 doors
Insight after connect:	4 doors (1 normal, 3 shadow)
Insight after 'expand' command:	4 doors

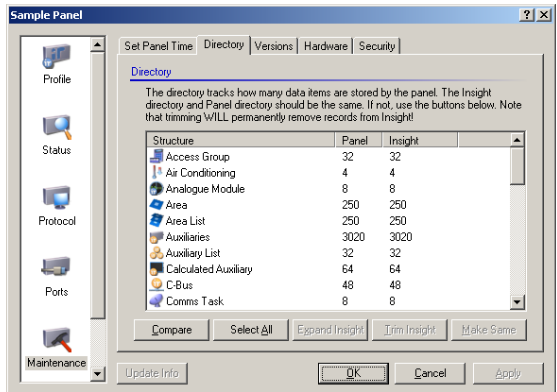
Tip

If you make changes to a shadow record, it is automatically converted to a normal item and queued for download to the panel.

Trimming and Expanding Records

Under normal circumstances, you should always trim (delete) surplus records, and expand (upload) shadow records. Insight doesn't do this automatically, because you might want to copy the information out of surplus records before trimming, and because expanding shadow records can be time consuming (they have to be uploaded into Insight).

To trim or expand records:



1. Right click on the panel in the Insight Toolbar, and choose "Properties…" from the menu that appears.
2. Click the "Maintenance" icon.
3. Click the "Directory" tab.
4. Click "Compare". The *panel* column shows how many items are in the current panel memory configuration. The *Insight* column shows how many items are being displayed by Insight.
5. Select the items you want to expand or trim, or click "select all" to work on the entire panel.
6. Click **"**Expand Insight" to convert shadow records into normal records. If you are connected to the panel, the records are uploaded immediately; otherwise, they are queued for upload the next time it is connected. Click "Trim Insight" to delete surplus records from Insight. Click "Expand+Trim" to automatically expand or trim, depending on which operation is appropriate.

Warning

You cannot undo the trim command - the surplus records are permanently deleted.

Note

Trimming and expanding has no effect at all on the panel. It only effects surplus and shadow records Insight.

Note

You cannot change the panel memory configuration with Insight. This can only be performed at a panel terminal.

Tip

You can trim or expand a particular item type by right-clicking the item in the Insight Toolbar, then choosing "Trim Surplus Records" or "Expand Shadow Records" in the menu that appears.

Tip

You can quickly trim or expand the entire panel by right-clicking the panel in the Insight Toolbar, then choosing "Entire Panel → Trim Surplus Records" or "Entire Panel → Expand Shadow Records" in the menu that appears.

Operator Permissions

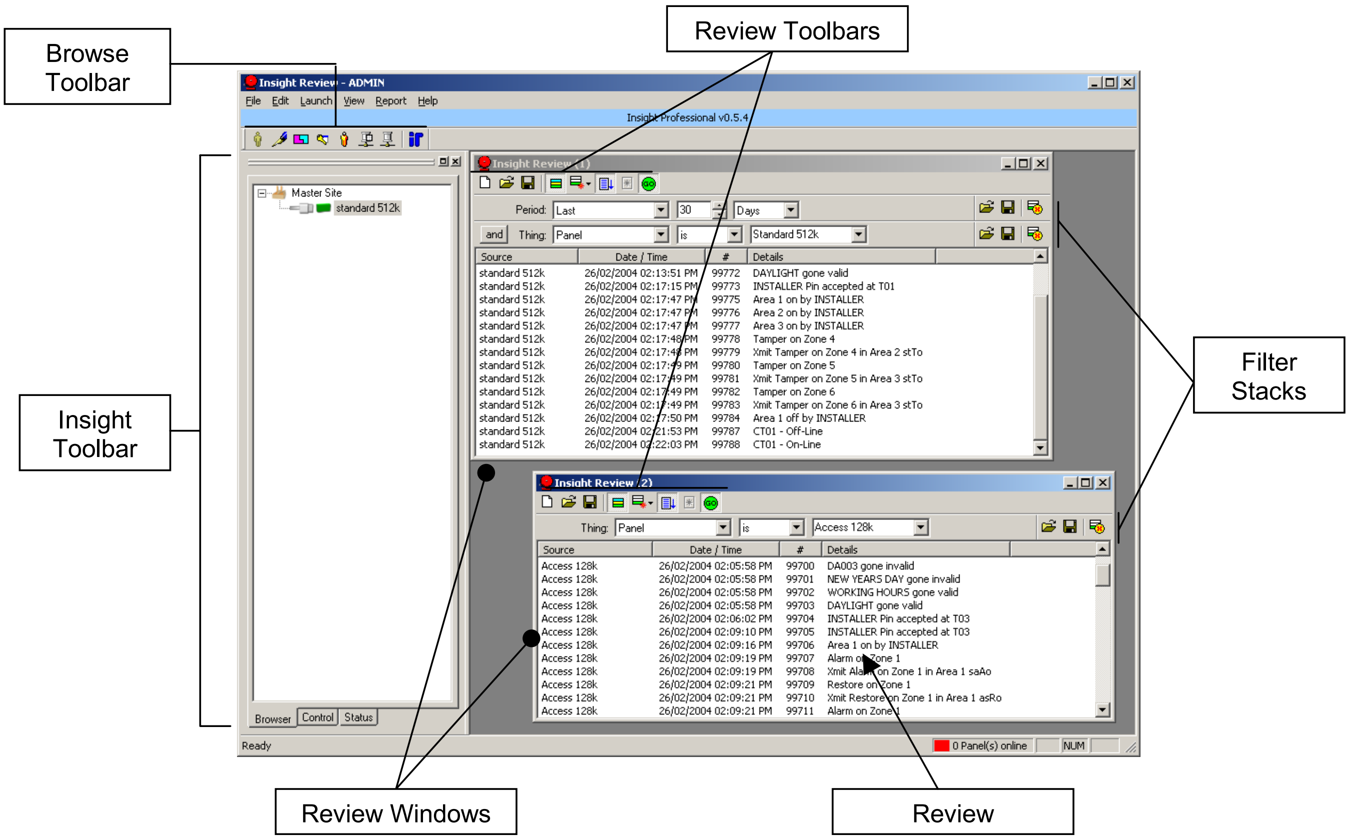
To trim records, you must have the **change** permission on the containing panel.

Insight Review

Insight Review lets you search, filter and print security events from your Inner Range security system. The Professional Edition also lets you generate and print a range of reports.

Use Insight Review to:

- View live and archived review
- Search and filter review data
- Generate reports (professional edition)



- The **Insight Toolbar** lets you manage your sites and panels (page 13).
- **Review Windows** let you search, filter and display review (page 41).

Underlying Concepts

Inner Range panels maintain an audit trail of access control and alarm events known as **review**. Depending on the size and configuration of the panel, this can be up to 6500 entries. Once the review log is full, it slowly begins overwriting itself.

Insight uploads review from panels whenever it is connected, and stores it in a permanent archive. The archive can be examined in real time (as new events are added by panel activity) or historically. Because Insight keeps a permanent archive, it does not matter when the panel review log overwrites itself.

Warning

Insight only receives review from panels while they are connected. If events occur when a panel is disconnected, it is queued and received by Insight the next time a connection occurs. The number of events that can be queued varies depending on panel size, but is guaranteed to be at least 300 events and will be at most 6,500 events.

Warning

Insight tracks review via the Insight comms task (menu 7-3-1 at any terminal). If this comms task is stopped and started (manually or via the Control Module being reset) then Insight cannot determine which review events are 'unseen'. In this case, you must move the review pointer manually.

Previous Software

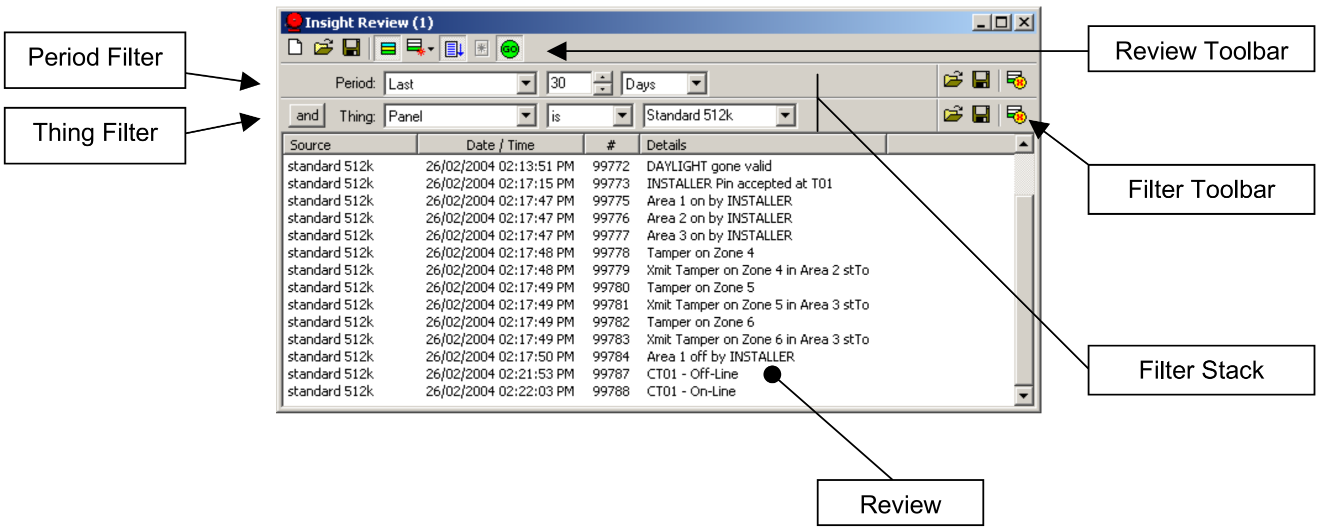
In PCDirect and WinDirect, review was received automatically during online edit mode. Because Insight is a multi-panel multi-workstation system, panel connectivity is controlled via the Insight Toolbar.

Tip

Insight uploads review from panels whenever they are connected, even if the Review module is not running.

Review Windows

Review is examined in a window called the review window. You can have as many review windows open at a time as you like, each with its own set of filters. To open a new review window, select "New…" from the File menu, or press CTRL+N.



Using the Review Toolbar

- Open a **new** review window.
- **Open** a saved filter stack.
- **Save** the current filter stack.
- **Show** or **hide** the filter stack.
- **Add** a new filter to the filter stack (and stops review processing).
- Turn **auto-scroll** on or off.
- **Clear** the current window. Disabled if review processing is enabled.
- Starts and stops **review processing** for this window.

Using the Filter Toolbar

- **Open** a saved filter.
- **Save** the filter for use later.
- **Remove** the filter from the filter stack.
- and — Toggle **and/or** logic. If **and** is selected, review must match this filter as well as previous filters. If **or** is selected, review only has to match this filter plus any subsequent **and** filters.

To Examine Review:

1. Open a new review window (CTRL+N)
2. Load or modify the filter stack to suit your requirements
3. If your filter stack includes the “all review”, “live review” or “last…” filters, and you want review to appear as it happens at the panel, make sure the panel is connected in the Insight Toolbar.
4. Click the “GO” button.

Filtering Review

Since Insight saves every single review event ever received, the number of events can grow to a large number. Usually, you will only be interested in examining review from a particular time period or from a specific panel. You can quickly isolate review of interest by applying filters.

About Filter Stacks

Each review window has a **filter stack** applied to it. A filter stack is a collection of one or more filters which are “stacked” between the window title and the window contents. When you modify the filter stack, you change what review events are displayed in the window.

Tip

You can hide the filter stack by clicking the show/hide filter stack button. The filters still apply even when hidden.

Time Filters

Time filters let you filter for review that occurred at a certain time. There are five types of time filters.

On: Lets you specify a particular day. You can also specify a time interval on the specified day, for example 18:30 to 19:15.

From / To: Lets you specify an interval that spans more than one day. For example, midday on March 15 until 8pm on April 3rd.

Last: Lets you specify review that occurred within a certain range of the current time. For example, the last 45 minutes or the last 2 weeks. As time passes, entries will disappear with this filter type.

Live Review: This special filter type matches any review that is received live from a connected panel.

All Review: This special filter type matches ALL review unconditionally, including live review from connected panels.

Thing Filters

Thing filters let you filter for review that concerns a particular item. There are three types of thing filter.

Panel: Lets you select a specific panel.

XMIT Alarms: Only matches the class of events known as XMIT entries. Generally, these are alarms.

Text Compare: Lets you specify any text string. The string is compared with each review entry.

Paid Feature

You cannot create XMIT alarm filters in Insight Lite.

To add a filter to the filter stack:

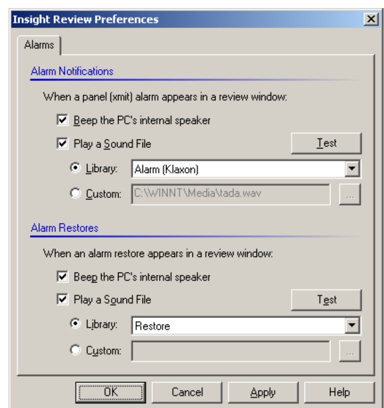
1. Click the **add filters** button in the toolbar ( ) and choose the appropriate type.
2. Modify the filter according to you requirements.
3. If this isn't the only filter in the stack, click the **and/or** button to determine how this filter interacts with the other filters in the stack.
4. Click the **go** button ( ) to activate review processing for the window.

Tip
You can search for items in the review window. Choose "Find…" from the Edit menu, or press CTRL+F.

Tip
You can copy items in the review window into the Windows clipboard. Select the item(s) you want to copy, then choose "Copy" from the Edit menu, or press CTRL+C. You can select multiple rows by holding down the Shift or Control keys whilst clicking in the review window.

Tip
You can save review to a text file. Choose "Save As…" from the File menu, or press CTRL+S.

Alarms



You can configure review to play a sound when an alarm or restore occurs.

To play a sound when an alarm occurs:

1. Choose "Preferences…" from the Edit menu.
2. If you want the PC's internal speaker to beep, tick the "beep the PC's internal speaker" checkbox.
3. Select the sound you want played when an alarm is received.
4. Decide if you want a different sound to play when the alarm is restored, and fill in the appropriate settings.
5. Click OK.

Tip
If you do not like the preset sounds you can choose a custom sound, which can be any file in WAV format.

Note
Custom sounds are not backed up by Insight Archiver. If you delete or rename the custom sounds, then they will not be played by Insight.

Tip
You can configure a review window so that it only displays alarm events. See page 42.

Paid Feature
You cannot play alarm sounds in Insight Lite.

Moving The Review Pointer

If the Insight comms task is reset, then Insight cannot determine which review entries have not been processed. In this case, it is possible to move the review pointer manually.

To move the review pointer:

1. Right click the panel in the Insight Toolbar and choose “Review” in the menu that appears, then choose “Move Back…”.
2. Enter how far back you want to move the review pointer.
3. Click Close.

Warning

Moving the review pointer may cause duplicate review entries to be recorded. This feature is recommended for experts only.

Reports

You can generate a range of reports in Insight Professional.

To generate reports:

1. Select the desired report from the Reports menu.
2. Specify the criteria for your report.
3. Click OK. Insight generates the report.

Paid Feature

The Time On Site report is not available in the standard version of Insight Professional. It must be activated with an additional Licence Key.

Tip

You can print the report. Choose “Print…” from the Edit menu. If your report doesn’t paginate correctly, then regenerate the report and change the “records per page” value to something else.

Tip

You can search for items in the report. Choose “Find…” from the Edit menu, or press CTRL+F.

Tip

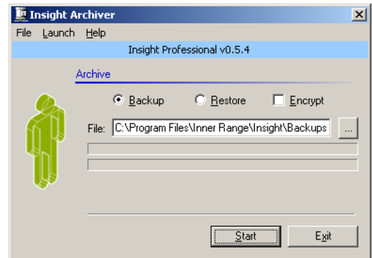
You can copy all or part of the report into the Windows clipboard. Select the portion you want to copy, then choose “Copy” from the Edit menu, or press CTRL+C. Formatting will be preserved if you paste the report into applications that can handle it.

Tip

You can save the report to a file. Choose “Save As…” from the File menu, or press CTRL+S. The file is saved in HTML format and can be opened by any web browser.

Insight Archiver

Insight Archiver provides a one-click backup solution for your Insight security database. All database components (including review and panel programming) are archived into a single ZIP file for convenient storage, with optional encryption.



Use Insight Archiver to:

- Backup your database
- Restore a previous backup

To create a backup:

1. Ensure the “Backup” radio button is selected.
2. Specify a location for the backup file to be saved. You can navigate to a different folder easily by clicking the ellipsis (…) button.
3. If you want the archive to be encrypted, tick the “Encrypt” checkbox.
4. Click Start. If you specified encryption, you will be asked to enter an encryption password.
5. Your Insight database is archived into a single ZIP file that you specified.

Warning

Do not forget the encryption password. Your backup cannot be recovered without it.

To restore from a backup:

1. Ensure the “Restore” radio button is selected.
2. Specify the backup file you want to restore from. You can navigate to the folder easily by clicking the ellipses (…) button.
3. Click Start. If the archive is encrypted, you must enter the decryption password.
4. If Insight Server is running, you will be asked to wait while the Server is stopped.
5. Your Insight database is replaced with the archive.

Note

When you restore from a backup, the current Insight database is moved into another folder - just in case. You cannot restore from this “auto backup”, but you can reconstruct your database manually in an emergency.

Note

Insight Archiver must be run on the Insight Server computer.

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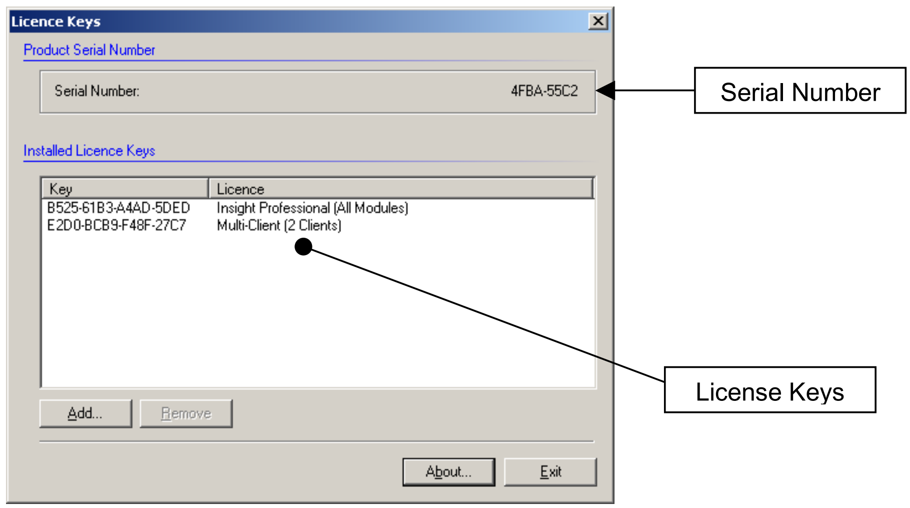
Insight Licence Manager

Insight Professional requires licence keys to function. These licence keys are stored in the USB hardware lock that was shipped with Insight Professional.

Use Insight Licence Manager to:

- View installed licence keys
- Install and remove licence keys



- The **serial number** identifies your Insight installation.
- The **licence keys** determine which features of Insight are available.

Paid Feature

Insight Licence Manager is part of Insight Professional.

Registering Insight Professional

Insight Professional will operate in Professional mode for thirty days from the initial installation date. During this time, you must contact Inner Range for a permanent Professional licence key.

To register Insight Professional:

1. Choose "About…" from the Help menu of any module.
2. Click the hyperlink that says Click to Register. A new window appears.
3. Click the hyperlink that says Click here for registration form.

Warning

If you fail to register in the 30-day period, Insight will revert to Lite operation. As soon as your permanent Professional key is entered, Insight will return to Professional operation.

Tip

The Insight serial number is etched inside the hardware key. You can quickly check the serial number by opening the About box in any module.

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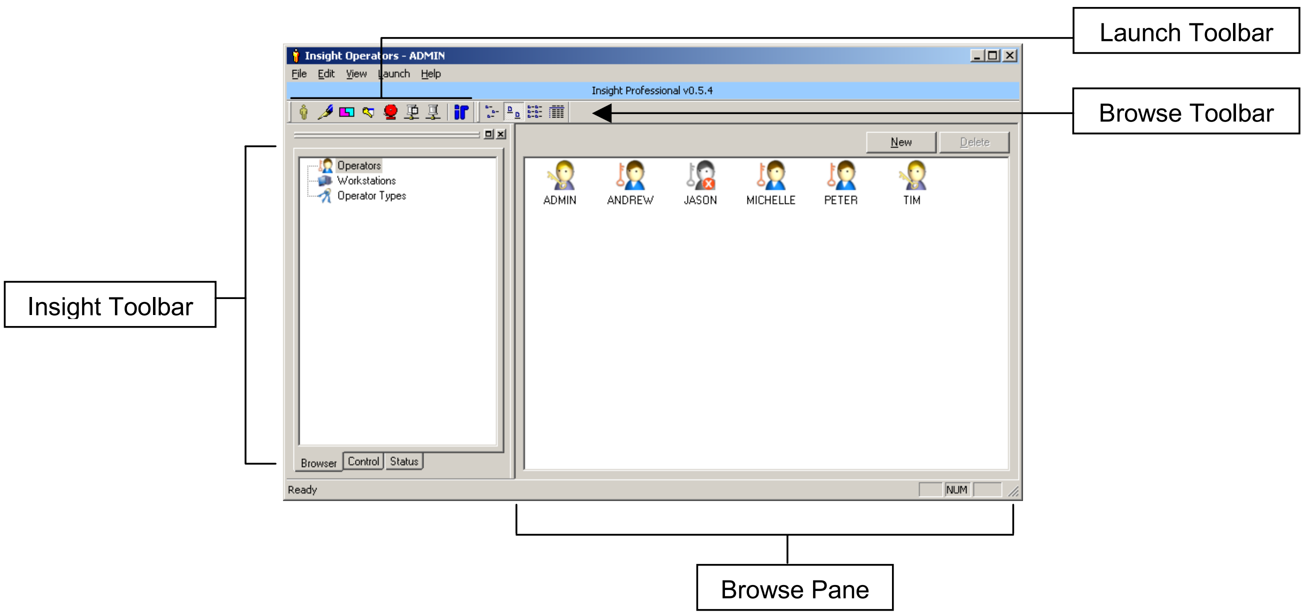
Insight Operators

Insight Operators lets you manage who is allowed to login to Insight, and what privileges they have within the Insight system.

Use Insight Operators to:

- Create operators
- Delete operators
- Modify operator privileges
- Create “locked down” workstations with reduced privileges



- The **Insight Toolbar** lets you select between operators, workstations and operator types.
- The **browse pane** displays items you can modify.

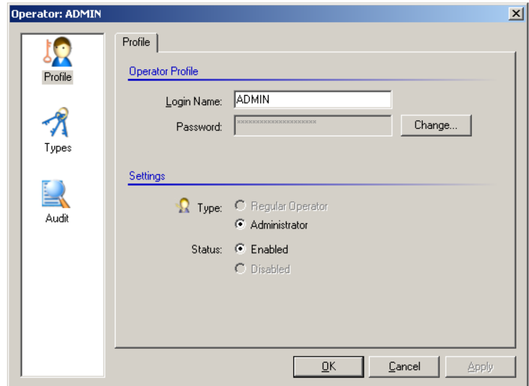
Paid Feature

Insight Operators is part of Insight Professional. Operator passwords are bypassed in the demonstration version of Insight.

Demo Edition

Operator passwords are bypassed in the demonstration version of Insight.

Working With Operators



Access to Insight modules is restricted to authorised personnel called **operators**. Operators have their own user name and password. Operators can be assigned different levels of privilege, which determine what operations they can perform.

Special operators can be created called **administrators**. Administrators are like normal operators, but with permanently elevated privileges.

To create an Operator:

1. Click the Operators tab in the Insight Toolbar.
2. Click the “New” button; or press the Insert key; or right click the browser pane and select “New Operator…” from the menu that appears.
3. Enter a unique name for the Operator.
4. Specify a password for the Operator.
5. Click the “Types” icon, and allocate Operator Types to the Operator.
6. Click OK to save the new Operator.

To delete an Operator:

1. Click the Operators tab in the Insight Toolbar.
2. Right click the Operator and choose “Delete” in the menu that appears; or click the Operator with the left mouse button, then press the Delete key.
3. Click Yes when asked if you really want to delete the Operator.

Tip

You cannot delete yourself.

Operator Permissions

To create an Operator you need **create** permissions on operators. To delete an operator you need **delete** permission on the operator.

To suspend an Operator:

You can suspend an operator without deleting them.

1. Open the Operator you wish to suspend.
2. Click the “Disabled” radio button.
3. Click OK. The Operator will not be able to login to any modules.

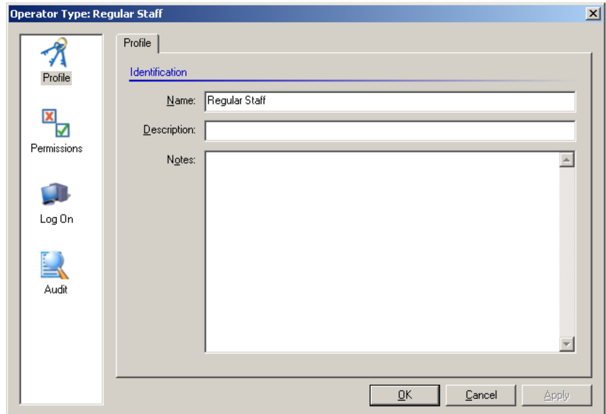
Tip

You cannot suspend yourself.

Operator Permissions

To suspend an Operator you must have the **change** permission on the Operator.

Working With Operator Types



Operator Types let you control which items Operators can see, create, delete, control and modify.

Once an Operator Type has been created, you can assign it to Operators.

To create an Operator Type:

1. Click the Operator Types tab in the Insight Toolbar.
2. Click the “New” button; or press the Insert key; or right click the browser pane and select “New Operator Type…” from the menu that appears.
3. Enter a unique name for the Operator Type.
4. Click the “Permissions” icon, and allocate privileges to the Operator Type.
5. Click the “Log On” icon, and specify which workstations Operators of this type are permitted to log on from.
6. Click OK to save the new Operator Type.

To delete an Operator Type:

1. Click the Operator Types tab in the Insight Toolbar.
2. Right click the Operator Type and choose “Delete” in the menu that appears; or click the Operator Type with the left mouse button, then press the Delete key.
3. Click Yes when asked if you really want to delete the Operator Type.

Note

Deleting an Operator Type might prevent Operators from logging in, since an Operator with no Type cannot login to Insight modules.

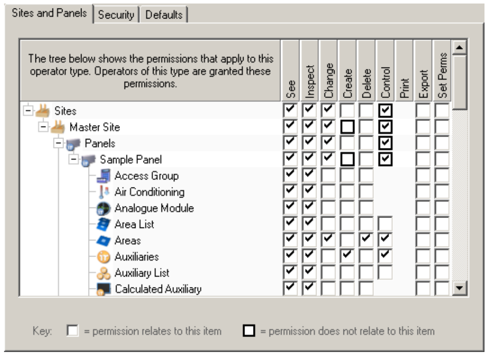
Tip

Operators who are Administrators automatically receive all privileges. You do not have to assign them any Operator Types.

Operator Permissions

To create a new Operator Type, you must have the **create** permission for Operator Types. To delete an Operator Type you must have the **delete** permission on the Operator Type.

Working With Permissions



Permissions are at the heart of Operator Types. With permissions, you can precisely control what an Operator can do in Insight.

There are three pages of permissions in each Operator Type: **sites and panels** shows permissions for all sites, panels, panel programming and maps. **Security** shows permissions for Operators, Operator Types and Workstations (in other words, the items manipulated by the Insight Operators module itself). **Defaults** shows what permissions will apply to new items that are created in the future.

Insight lets you define what an Operator can do via nine permissions.

Permission	Description
See	The **see** permission means you can see the item in lists and browser panes.
Inspect	The **inspect** permission means you can open the item and see how it is configured.
Change	The **change** permission means you can modify the item and save your changes.
Create	The **create** permission means you can create new items of that type. Note that permissions on the new item will be copied from the Defaults page.
Delete	The **delete** permission means you can delete the item. For panel items like doors and user types, this permission lets you reset the record to the unprogrammed state.
Control	The **control** permission means you can control the item via the Insight Toolbar.
Print	The **print** permission is not currently implemented.
Export	The **export** permission is not currently implemented.
Set Perms	The **set perms** permission is not currently implemented.

Setting Permissions

You grant or deny permissions on a particular item by ticking or clearing the corresponding checkbox for that item.

The privileges windows are deliberately organised in a tree structure. When you tick an item at the top of the tree, the tick “ripples” down through the branches of the tree. Thus, ticking “see” at the top-most site level grants the “see” privilege to all items in the site including sub-sites, panels, programming items and maps.

Tip

If you don’t want a tick to “ripple” down the tree, hold down the Control key when you click the checkbox. The tick will not ripple more than one level down.

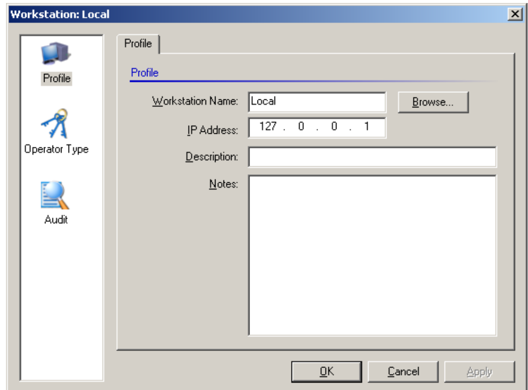
Tip

Sometimes, you may want to “ripple” a setting that only makes sense at the lower branches of the permission tree. For example, you can control doors but not sites. In this case, Insight provides a “ripple only” check box with a black border. The only purpose of this check box is to provide a convenient means of turning the permission on and off at a high level in the tree.

Operator Permissions

To set permissions on an item, you must have the **set perms** permission on that item. To set some items, you must also be an administrator.

Working With Workstations



Insight lets you use workstations in two ways.

1. You can specify that certain Operator Types must log on from designated workstations.
2. By applying an Operator Type to a workstation, you can limit the permissions that are available from that workstation.

To create a workstation:

1. Click the workstation tab in the Insight Toolbar.
2. Click the “New” button; or press the Insert key; or right click the browser pane and select “New Workstation…” from the menu that appears.
3. Enter the name of the workstation, or click the Browse button and select the workstation from the network.
4. Click OK to save the new workstation.

To delete a workstation:

1. Click the workstation tab in the Insight Toolbar.
2. Right click the workstation and choose “Delete” in the menu that appears; or click the workstation with the left mouse button, then press the Delete key.
3. Click Yes when asked if you really want to delete the workstation.

To create a “locked down” workstation:

1. Create an Operator Type, and set up the maximum permissions that will be permitted from your locked-down workstation.
2. Right-click the workstation and choose “Properties…” from the menu that appears.
3. Click the “Operator Type” icon.
4. Click the radio button labelled “Restrict permissions to this operator type”.
5. Select the Operator Type you created.
6. Click OK to save your changes.

Any permission that **isn’t** granted in the Operator Type will **never** be allowed on the locked-down workstation. Any permission that **is** granted in the Operator Type **may** be allowed on the locked-down workstation, depending on the Operator’s normal permissions.

Note

You cannot create or edit Operator Types from workstations that have been locked down.

Warning

It is possible to lock yourself out of Insight completely with this feature. Use it carefully, and make sure you never lock down your system in such a way that you (the administrator) cannot change permissions from any workstation.

Operator Permissions

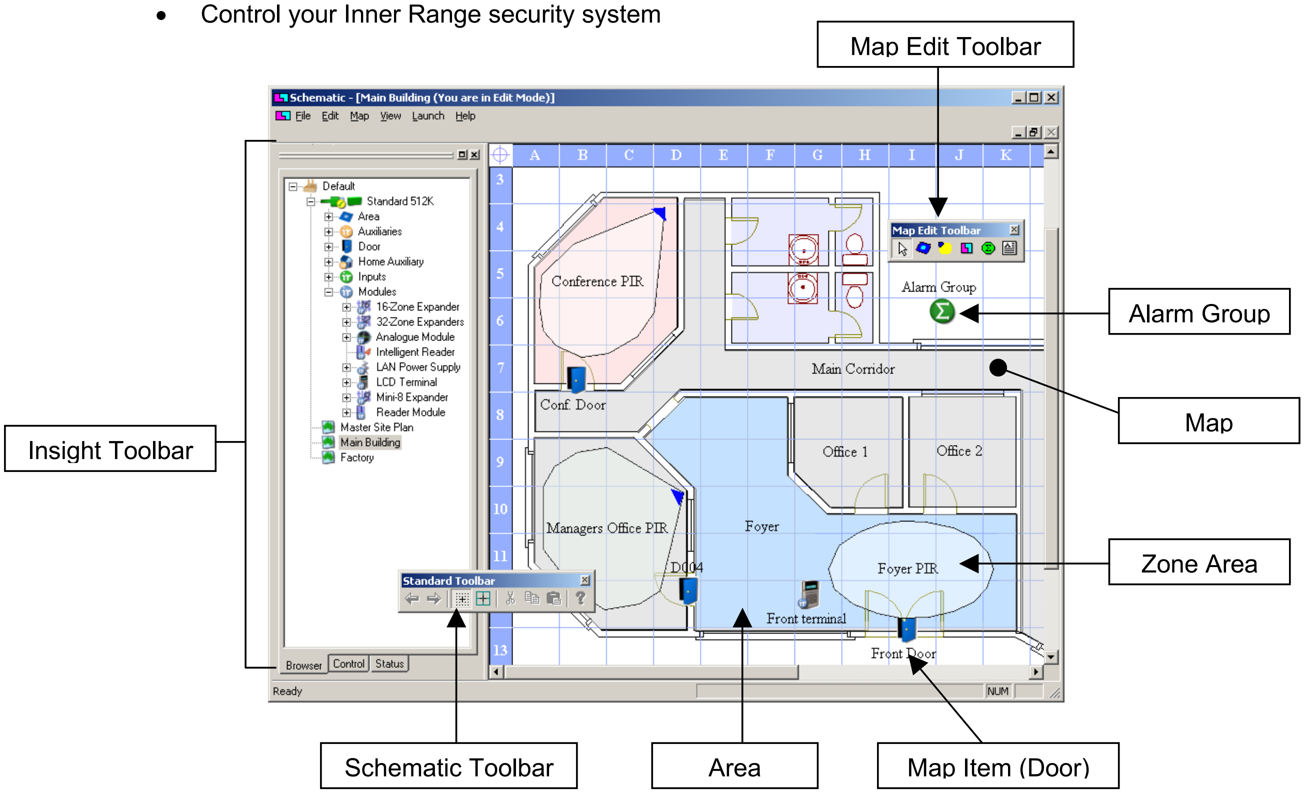
To create a new workstation, you must have the **create** permission for workstations. To delete a workstation, you must have the **delete** permission for that workstation.

Insight Schematic

Insight Schematic allows operators to monitor the status of an installation via an intuitive interface based around graphical floor plans and site maps. Special icons can be placed on each map that show the status of hardware items (such as inputs, areas and auxiliaries) in real time.

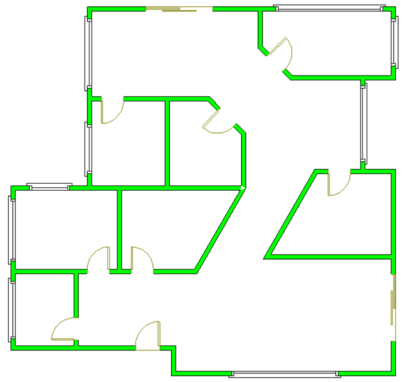
Use Insight Schematic to:

- Import site plans
- Browse drill-downs
- Add areas, auxiliaries, inputs, doors, lifts and modules to plans
- Monitor site activity in real time
- View and acknowledge alarms
- Control your Inner Range security system



- The **Insight Toolbar** lets you manage your sites and panels (page 13).
- The **map** lets you add elements to your map, and to monitor these elements in real time (page 57).

Working With Maps



To use Insight Schematic, you must first import a **map** of your site or buildings.

Note

You cannot create maps with Insight Edit. You must create or scan your map with other software, then import the image file into Schematic.

To import a map:

1. In the Insight Toolbar, click on the site that will contain the new map. If necessary, create a new master site or sub-site.
2. Choose “Import Graphic…” from the Map menu.
3. Navigate to the image file you wish to import
4. Click Open.

The map is added to the selected site.

Tip

Several sample maps are installed with Insight. Navigate to the location where you installed Insight, then look in the “Sample Maps” directory.

Tip

You can change the scale of a map that you have imported. Select “Zoom…” from the Map menu.

Tip

Once a graphic is imported, you can delete or move the original file. Schematic stores its own copy of the image.

Tip

Schematic can open files in the following formats: BMP (Bitmap), JPEG (Joint Photographic Expert Group), PNG (Portable Network Graphics) and TIF (Tagged Image Format). Pictures in other formats (including AutoCAD DWG files) must be converted into one of these formats prior to importing.

Tip

Once a graphic is imported, you can delete or move the original file. Schematic stores its own copy of the image.

To rename a map:

1. In the Insight Toolbar, right-click the map you wish to rename and choose “Properties…” in the menu that appears.
2. Enter the new map name.
3. Click OK.

Operator Permissions

To import a map, you must have the **create** permission for maps. To delete a map, you must have the **delete** permission for that map. To rename a map, you must have the **change** permission for that map.

Working With Surveillance Items

Surveillance items correspond to hardware detectors and devices in your Inner Range system, and fall into one of two categories.

- **Point** items occupy a single point on the map. These items are usually doors, auxiliaries, reed switches and the like.
- **Area** items occupy shaped regions on the map. These items are usually Inner Range areas, or sensor devices such as motion detectors or perimeter beams.

Adding Surveillance Items

You can monitor the status of your installation by adding surveillance items to your maps.

To add *point* surveillance items:

1. Ensure you are in Edit Mode (select “Edit Mode” from the File menu).
2. In the Insight Toolbar, expand the Site Tree until you reach the item you wish to monitor.
3. Click the item with the left mouse button, but do no release the button.
4. With the button held down, drag the item onto your map and release the button.
5. If necessary, fine-tune the placement of the item.

To add *area* surveillance items:

1. Ensure you are in Edit Mode (select “Edit Mode” from the File menu).
2. If you are placing an area, select the Area tool ( ). If you are placing a zone input, select the Zone Area tool ( ).
3. Draw the area by clicking on the map. Hold the CTRL key down if you wish to draw angled lines.
4. To finish the shape, either double-click the mouse button, or click on the first point of the shape.
6. In the Insight Toolbar, expand the Site Tree until you reach the area or zone input you wish to monitor.
7. Click the item with the left mouse button, but do no release the button.
8. With the button held down, drag the item onto the shape you just created and release the button.

Tip
You can place the same item more than once, either on the same map or different maps.

Tip
You can see which items have been placed on maps via the Map Items window. Select “Map Items Window” from the View menu.

Tip
You can jump straight to a placed item on any map. Choose “Go To” from the Edit menu.

Tip
You can choose between two icon sizes. In the Insight Toolbar, right-click the map and choose “Properties…” from the menu that appears. Click the Appearance tab, then choose the icon size you prefer.

Tip

When an item is placed, a text caption appears under the item. You can change the position of the caption, or hide it completely. Right-click the item and choose “Position Caption” from the menu that appears.

Tip

You can hide captions on all maps, or change their font. Select “Preferences…” from the Edit menu, then click the Captions tab.

Tip

When you place items, they are aligned to a “snap” grid. You can change the size of the snap grid - choose “Preferences…” from the Edit menu. You can disable grid snap - uncheck “Snap To Grid” in the Edit Menu. You can hide the snap grid - click the “show/hide snap grid” button in the Schematic Toolbar.

Operator Permissions

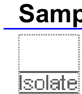
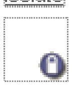
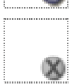
To add, move or delete surveillance items from maps, you must have the **change** permission on that map.

Understanding Surveillance Item Status

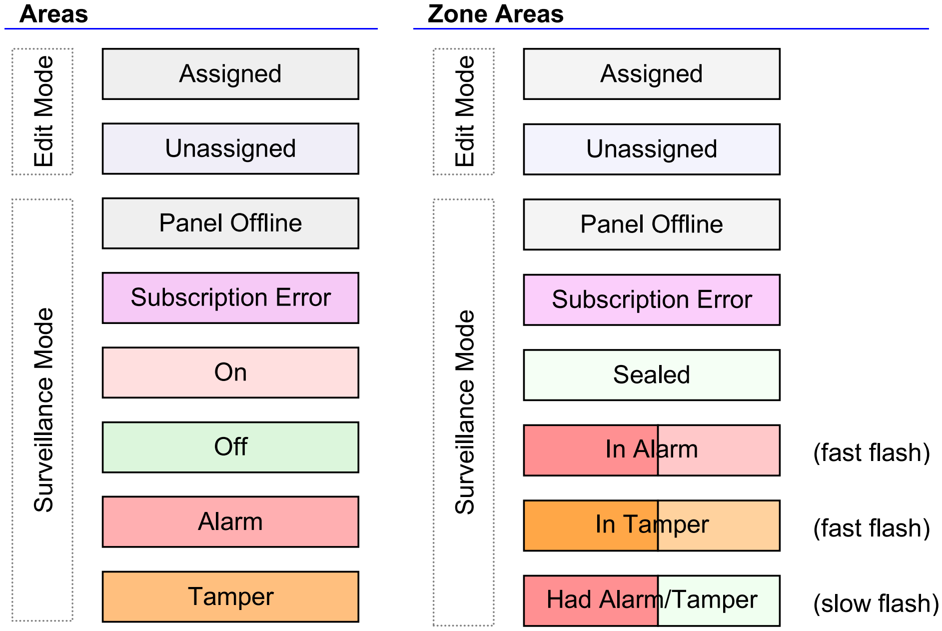
Insight conveys the status of surveillance items through the use of colour.

Sample	Type	Colour	Meaning	Description
	Input	Green	Sealed	The input is in a sealed state.
	Input	Red	Alarm	The input is in an alarm state.
	Input	Orange	Tamper	The input is in a tamper state.
	Auxiliary	Blue	On	The auxiliary is on.
	Auxiliary	Grey	Off	The auxiliary is off.

The following symbols may be drawn on top of surveillance items to convey additional information.

Sample	Type	Meaning	Description
	Input	Isolated	The input is isolated.
	Auxiliary	Override	The auxiliary is in an override state, and cannot be turned on or off until the override is ended.
	Auxiliary	Not Present	The module containing the auxiliary is not present on the LAN.

The status of **areas** and **zone areas** is displayed using different colours.



Tip

By default, Insight uses a slightly translucent colour when drawing shapes. If your computer performs sluggishly you can disable this behaviour. From the Edit menu choose "Preferences…", click the General tab, then select the "shapes are solid" radio button.

Adding Labels

You can add text labels to your maps. To add labels:

1. Ensure you are in Edit Mode (select "Edit Mode" from the File menu).
2. In the Insight Toolbar, click the map you want to add the Alarm Group to.
3. Select the Label tool ().
4. Click on the map where you want to place the label.
5. Enter the text of your label.

Adding Alarm Groups

Alarm Groups let you monitor alarms from many sources and display them at a single point on your map.

To add an Alarm Group to your map:

1. Ensure you are in Edit Mode (select "Edit Mode" from the File menu).
2. In the Insight Toolbar, click the map you want to add the Alarm Group to.
3. Select the Alarm Group tool ().
4. Click the map where you want to place the Alarm Group.
5. In the Alarm Group properties window, enter a name for the Alarm Group.
6. In the Site Tree, tick the inputs that you want to add to the Alarm Group.
7. Click OK.

Creating Drill-Downs

With drill downs, you can create maps that link to other maps. For example, a site diagram could have clickable buildings that open more detailed interior schematics, or clicking a stairwell could jump to the next floor in an office building. You can create drill-downs quickly and easily in Insight Schematic.

To create a drill-down:

1. Ensure you are in Edit Mode (select “Edit Mode” from the File menu).
2. If you will be drilling to a different map, ensure that the map has already been imported into Schematic.
3. Select the Map Link tool ( ).
4. Trace the outline of your drill-down by clicking on the map. The shape you draw will be the shape that triggers the drill-down. Hold the CTRL key down if you wish to draw angled lines.
5. To finish the shape, either double-click the mouse button, or click on the first point of the shape.
6. Right-click the new shape, and choose “Target…” from the menu that appears. The mouse cursor changes to “link”.
7. If you are drilling to a different map, click the map in the Insight Toolbar.
8. Click the map where you want to drill to. The cursor changes back to a regular arrow.

Tip
In Surveillance Mode, you can follow a drill-down by clicking twice. In Edit Mode, you can follow a drill-down by right-clicking and choosing “Follow Link” in the menu that appears.

Working In Surveillance Mode

Insight Schematic starts monitoring the status of all surveillance items when you activate Surveillance Mode.

To activate surveillance mode:

1. Select “Surveillance Mode” from the File menu.

In a few moments, the state of all surveillance items is updated.
site or buildings.

Note
Insight Schematic cannot monitor the status of panels that are not connected. Schematic places a cross over all *point* surveillance items that belong to offline panels, and draws all *area* surveillance items a dim grey colour.

Alarm Processing

Schematic has a simple alarm reporting and clearing mechanism. Items that go into an alarm or tamper state flash and change colour.

- Point surveillance items go red for alarm and orange for tamper; in addition, the text “in alarm” flashes while the alarm is active, and “had alarm” if the alarm condition has passed.
- *Area* surveillance items go red when in alarm, and orange when in tamper; in addition, the flashing speed halves when the alarm condition has passed.

Alarms will continue to flash, even after the condition that caused the alarm ends. You must clear alarms from Insight Schematic manually.

To clear alarms:

1. Right click the item that is in alarm and choose “Clear” from the menu that appears.

The alarm is cleared.

Note
If Schematic is open on more than one workstation then the alarms must be cleared on each workstation.

Note
Clearing alarms in Insight Schematic does not acknowledge the alarms at the panel. You must still acknowledge alarms from a Terminal.

Note
Insight Schematic must be running when Area alarm events occur, or they will not appear in Schematic. All other alarm events will be displayed even if they occurred before Insight Schematic was opened, provided the alarms are still active.

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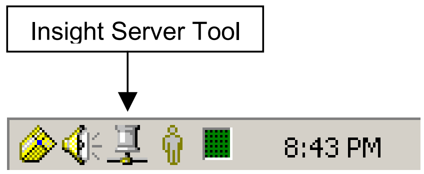
Insight Server Tool

The Insight Server Tool lets you perform advanced server tasks.

Use the Insight Server Tool to:

- Manually start or stop Insight Server
- See who is connected to Insight Server
- Disconnect clients who are connected



Starting and Stopping Insight Server

Insight Server normally starts automatically. **Insight Lite** starts its own internal server when the operator logs on. **Insight Professional** starts the server as soon as Windows has loaded (but before anyone has logged in).

Insight Server is running and accepting client connections.

Insight Server is running, but no connections will be accepted.

Insight Server is stopped. The server will start again if an operator tries to log on.

To stop Insight Server:

1. Right click the Insight Server Tool and choose “Stop Database” in the menu that appears.

Note

Stopping the server can take up to one minute.

Warning

If you stop Insight Server, all operators will be forcibly disconnected. All panels will also be disconnected, and review and alarms will not be received until the panels are reconnected.

To start Insight Server:

1. Right-click the Insight Server Tool and choose “Start Database” in the menu that appears.

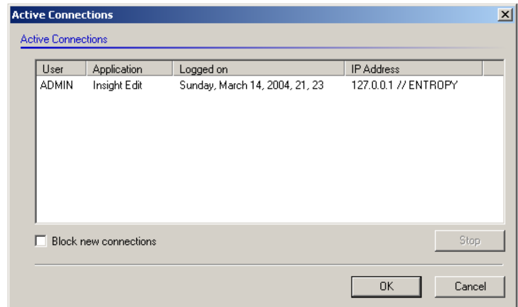
Note

Starting the server can take up to one minute.

Note

To start the Insight Professional server, the red lamp must be illuminating on the hardware lock, which must be plugged into a USB port on the server computer.

Viewing Client Connections



You can see which operators are connected to Insight Server. You can also block connections, so operators can no longer log on.

To view client connections:

1. Right-click the Insight Server Tool, and choose “Client Connections…” in the menu that appears.

To disconnect an operator:

1. Right-click the Insight Server Tool, and choose “Client Connections…” in the menu that appears.
2. Select the session that you wish to disconnect.
3. Click Stop.
4. In the Module Shutdown window, enter a message that will be displayed on the Operator’s workstation and also specify how long the message will appear before the session is terminated.
5. Click OK.

To block new connections:

1. Right-click the Insight Server Tool, and choose “Client Connections…” in the menu that appears.
2. Tick the “Block new connections” checkbox.

New connections will not be accepted. Note that sessions that have already been established are not affected.

Appendix A: Comms Task Configuration

Insight communicates with panels via an Insight comms task. This comms task must be CT001 in the panel.

Insight Comms Task Setup

1. Using an elite terminal, log in with the Installer PIN and go to menu 7-3-1 (comms tasks).
2. If your panel is using factory settings (or the panel has been defaulted) then CT001 will be set to Insight. In this case, you will only need to adjust the settings in red.
3. Press help > 9, and change the panel ID to a unique, non-zero value. The first two digits should be 00. The value you enter here must match the number assigned in the Insight front-end software (see pages 18 and 25).
4. Leave all other settings on their defaults, which are listed below:

   Panel ID = 00xxxxxx[1] (*)
   Port: 1
   Baud: 9600 (*)
   Opts NUIP = ...nnnn
   Ethernet = ...nnnn
   RS232 = ...nACE
   FE3000 = ...nnnn
   Ext. Mod = ...nnnn
   Int. Mod = ...nnnn
   Insight IP: 0.0.0.0
   Insight Key1: 0
   Insight Key2: 0
   IPFast IP: 0.0.0.0
   IPFast Key1: 0
   IPFast Key2: 0
   Max Attempts: 0

   For direct serial connections: if you are using a DTR/DSR comms cable, you can set opts to nYnn. This stops phantom mouse detection on older PC's. Most cables do not have DTR/DSR connected, and will not work with this option.

   If you don't intend to use a direct serial connection, set these flags to nnnn.

   If you are using the internal modem, then set these flags to ....nACE.

   To secure your installation, set these to random values. They must match the settings on page 21.

   (*) Insight requires these settings to enrol the panel. Note them down.

5. Make CT001 idle then active.

Internal Modem Setup

If you want to use the internal modem:

1. Change **CT002** from active to idle
2. Change CT002 to IModem
3. Press help > 9, and make sure the following settings are selected:

   Rings to answer = 15
   All other options = default (no / blank)

4. Make CT002 active.
5. In CT001, make sure Int. Mod = ...nACE and restart CT001.

[1] Pick a random or sequential number for each panel. The number must be unique for all panels in your Insight installation.

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