

Immix Administration Specialist



Module 1 – Login Screen

Learning Objectives

Overview

- Login Screen

Content

- Login Details
- Username Requirements
- Username Settings
- Password Requirements
- Password Settings
 - Lockout Settings
 - Time Period Settings
 - Complexity Rules
 - Prohibit Settings
 - Common Login Error Messages
- Forgotten Passwords
- Immix Software Version
- Branding
- Login Page Logo
 - Login Page Logo – Changing
- Main Login Page Logo
 - Main Login Page Logo– Changing
- Login Details Box

Student Exercise - 1

- Enable a Complexity Rule
- Configure your own Security Questions
- Reset your Password (following your new complexity rule)
- Add a logo for the login page

Immix Administration Specialist



Module 2 – Dashboard tab

Learning Objectives

Overview

- Dashboard tab

Content

- Critical Events
 - Events Details
- Site Status
 - Armed Sites
 - Disarming Sites
 - Disarmed Sites
 - Arming Sites
 - Ecare Failed
 - Ecare Settings
 - Sites on Test
 - Putting sites on test
- Live Camera Count
 - Cameras tab
- License Status
 - License Report
 - License Usage
 - Device Usage
- Recent News
 - RSS Feeds
 - Adding RSS Feeds
- At a Glance Reports
 - Alarm Breakdown
 - Operator Response Time
 - Top 5 Busiest Sites
- Current System Queue
- Account Information (User)

Student Exercise - 2

Immix Administration Specialist



- Find a useful RSS feed and add it to your dashboard
- Find out what your License ID is
- Find out how many unanswered alarms are in the queue (From the dashboard!)
- Change your default tab
- Find what Timezone your user is set to

Module 3 – Alarms tab

Learning Objectives

Overview

- Alarms Tab

Content

- Alarm Permissions
- Alarm Queue
- Process Alarm
 - Time
 - Location
 - Event
 - Priority
 - Alarm Count
 - Status Icons
 - Parked
 - Historic Event
 - Routing Group
- Alarm Event Grouping
 - Site Grouping
 - Group by [Site and] Tag
 - Separate by Priority
 - Serial
 - Alarm Filters
- Adding a filter
 - Priority
 - Number of Alarms
 - Routing Group
 - Tag
 - Location / Region
 - Alarm Age
- Applying a filter

Immix Administration Specialist



- Manual Raise
- Patrols
 - Scheduled
 - Manual
 - Site Check
- Manual Patrol Overview
- Site Check Overview
- Site Tree
 - Monitoring Station
 - Customer
 - Site
- Patrol Queue
 - Time
 - Location
 - Patrol Note
 - Patrol Raised
 - Patrol
 - Site Check
- Parked Event Queue
 - Location
 - Event
 - Parked Until
 - User
- Processing Events Table
 - Time
 - Location
 - Event
 - User
- Interrupting an active event
- System Events Queue
 - Failover
 - Server Supervision
 - Network Load Balancing Failure
 - Receiver Supervision
 - Web Client Connection Loss
 - Hardware Failure
 - Performance Alert

Immix Administration Specialist



Student Exercise – 3

- Disarm a site for an hour
- Manual Raise Alarm with a map specific location
- Place one of Ryan Williams' site on test for 48 hours
- Open the Disarmed Site List using the keyboard shortcut
- Set a target response time of 30 seconds (and test it by triggering a manual alarm and waiting!)

Module 4 – Site Monitor

Learning Objectives

Overview

- Site Monitor

Content

- Arm / Disarm icons
- Additional Functions
 - Popout Window icon
 - Link alarm to camera icon
 - Videowall icon
 - Reference shot icon
 - Close icon
- Live Window Overview
 - Live Window controls
 - Quality
 - Snapshot
 - Zoom + / -
 - Speed
 - Presets
- Event Window Overview
 - Event Playback controls
 - Play / Pause
 - Snapshot
 - Timing bar
 - Additional Event Media bar
- Site Monitor Toolbar
 - Alarms
 - Current Events
 - Previous events
 - Arming

Immix Administration Specialist



- Notes
 - Normal
 - Popup
- Problems
- Audit Event
- Maps
 - Enhanced Mapping
- Script
- Raise
- Details
 - Site Details
 - Call List
 - Site Staff
 - Maintainer
 - Arming Schedule
- Multiview
- Park Event
- Close Event
 - Outcome
 - Outcome Note
- Standard Alarm Processing Procedure

Student Exercise – 4

Immix Administration Specialist



- Pop out a camera
- Snapshot live camera
- Check the reference shot
- Perform a full camera tour
- Open the Multiview
- Switch to the Second camera using a keyboard shortcut
- Find which "Device" and "Input1" is used by the alarm
- Select an outcome for an individual alarm
- Preserve a previous event
- Pick an event in the history
- Add extra information to the event you found
- Archive the event
- Disarm Input 3 for one hour due to Staff on Site
- Add a Pop-out note
- Add an audit note
- Pop-out the map
- Add a notification audit note.
- Tampa Site - Is Mike Hook's Password "letmein" correct?
- What time does the site disarm on Fridays?
- Park the event for a minute. When it appears back in the alarm queue pick it back up

Immix Administration Specialist



Module 5 – Setup tab

Learning Objectives

Overview

- Setup tab

Content

- Sites Overview
 - Add a Site
 - Site Details
 - Site Type
 - Site Details
 - Timezone
 - Notes
 - UL Settings
 - External Systems
 - Additional Details
 - Mobile App
 - Region
 - Logo
 - Notes
 - Devices
 - Device Type Filter
 - Connection Details
 - Edge Details
 - Additional Details
 - Camera Preview
 - Automatically Add Peripherals
 - Cameras
 - Multiview
 - Splits
 - Tours
 - Audio
 - Relays
 - Alarms
 - Alarm Details
 - Summary

Immix Administration Specialist



- Add a Customer
- Users Overview
 - Administrator
 - Data entry
 - Operator
 - End user
 - Dealer / Installer
 - Law Enforcement
- Add a user
 - Location
 - User Details
 - Notifications
 - Maintainer
 - Staff
 - Timezone
 - Login Details
 - User/Pass requirements
 - Upload a photo
 - User roles
 - Administrator
 - Data entry
 - Operator
 - End user
 - Custom Roles
 - Call lists
 - Location
 - Date / Times
 - Start / End
 - Days
 - Order Number
- Scripts Overview
 - Add a Script
 - Location
 - Details
 - Step Options
 - View a camera
 - Call Contact
 - Ask for input

Immix Administration Specialist



- Ask a Yes/No question
- Display a message
- Add a Script / SOP on alarm
- Add a Script / SOP on Scheduled Patrol
- Add a Script / SOP on Manual Patrol
- Settings Overview
 - Alarm Tags
 - Incident
 - Always Raise
 - Reports
 - Event Outcomes
 - Alarm
 - Patrol
 - Incident
 - Auto Preserve
 - Raise Dispatch / Raise Incident
 - Public Holiday
 - Disarm Reasons
 - Preferences
 - Routing Groups

Student Exercise – 5a - Sites

- Create a site
- Move your site to a different parent
- Delete your site
- Add a second reference shot to a camera
- Choose a default reference shot
- Change a camera's resolution to a 16:9 format
- Add a relay with the Control options "Pulse" and "Default State Switch" with a default state of Off

Immix Administration Specialist



- Set an alarm as auto handle
- Create a MultiView Preset “Indoor Cameras”
- Create a MultiView Preset “Outdoor Cameras”
- For an alarm: Add a geospatial match radius of 10m
- Configure a Post Alarm Recording action for an alarm
- Find the 'S' number for a device
- Add a camera with a region to the map
- Add a second Layer to your map and add a different camera to that layer
- Set a site to disarm between 0900 and 1700 Monday to Friday
- Schedule a patrol to occur weekly 10 min from now
- Set an expected alarm schedule for 2000-2200 on public holidays
- Use the Data Import to create five new sites

Student Exercise – 5b -Users

- Add a Site Contact User (no immix login) and make sure they are added to the call list
- Add an Operator
- Add an Administrator
- Add an operator that only has access to one site
- Add an operator that can only process alarms with priority 1000 or higher
- Create a user who will receive incident notifications and has mobile access. They should have "View Cameras" and "View Events" permissions.

Student Exercise – 5c - Scripts

- Create a script with at least 6 steps using at least 4 different step types.
- Add a script/SOP to your site's manual patrol. Test it!
- Add a script/SOP to an Alarm Type (Global). Test it!

Immix Administration Specialist



Module 6 – Reports tab

Learning Objectives

Overview

- Reports tab

Content

- Reports Overview
- Reports List
 - Site
 - Customer
 - All Sites
 - Site Category
 - Operator
- Report Types
 - User Activity History
 - Account Alarms
 - Alarms by Tag
 - Out of schedule report
 - Problems report
 - Statistical Performance Report
- Report Parameters
- Export Table Data
 - Events
 - Event Types
 - Event Records
 - Groups
 - Servers
 - Users

Student Exercise 6 – Reports tab

- Run an alarm processing report against the Tampa Building Site
- Find how many "Stored Video" cameras are on the Tampa Building Site.
- Find out when the Site (group) "Sallys Coffee Shop" was deleted - *Hint: There are two Reports that can help you here, find them both!*

Immix Administration Specialist



Module 7 – Events tab

Learning Objectives

Overview

- Events / Incidents

Content

- Events tab overview
- Recent Critical Events
- View and Search Events
- Edge Launch
- Summary

Student Exercise – 7 – Events tab

- Find and download an incident report of an "On Test" event that has alarm clips within it.
- Process an event as an "Incident/Critical" event. Then review that event in the "Recent Critical Events" section of the Events tab.

Immix Administration Specialist



Module 8 – Walls tab

Learning Objectives

Overview

- Videowalls

Content

- Walls tab overview
- User permissions
- Launching Walls
- Operator "Send camera to Videowall"
- Add a Videowall
 - Divide
 - Create Area
 - Camera
 - Map
 - Alarm / Video
 - View only
 - Process alarms
 - Alarm Queue
 - User Audit

Student Exercise – 8 – Walls tab

- Create a Wall that includes a Locked Camera, a dynamic camera and a non-processing alarm clip view. And any other tile types you think would be useful.
- As an operator - Send a camera to your new wall
- Set the Wall Cameras to ignore aspect ratio and instead stretch to fill the monitor space.

Immix Administration Specialist



Module 9 – Settings tab

Learning Objectives

Overview

- System tab

Content

- Server Status
 - Performance
 - Storage
 - Services
 - All Other Services
 - Processes
 - Network
 - NLB Clusters
 - SQL Instances
 - Immix Components
- Filestore
- Endpoints
- System Settings
 - 3rd Party Servers
 - Admin
 - Alarms
 - Cameras
 - Email
 - Events
 - Immix Wall
 - Multiview
 - Security
 - Setup
- Licensing
- Device Types
- Server Types List
- System Events
- System Updates
 - Package Updates
 - Available Updates
 - Revert
- System Devices

Immix Administration Specialist



- Services
- XML Event Types
- External Accounts
- Event Type Configuration
- Map Layer Item Types
- Alarm Queue Filters
- System Log
- System History

Student Exercise -9 – System Settings

- How much storage space is left on on the Server?
- Restart the SVDDeviceProxy service
- Find what version of SQL You are running
- How much memory is being used by SVScheduler.exe
- What version of "Immix Cloud\Web\bin\ImmixWebApp.dll" do you have installed?
- Set the Alarm Age Warning to 10 seconds. Then trigger a manual alarm and wait 10 seconds to make sure it worked
- Turn off the screen flashing for a new alarm
- Set the camera auto-reconnect setting to 3
- Make sure the "Save incoming emails to filestore" is enabled
- Change the default enhanced map view to Road
- Make sure "Allow active events to be opened" is enabled, then trigger an alarm and then try to open a manual patrol for that same site. Does it allow you to open the alarm instead?
- Change your max multiview size to 3 x 2. Once changed, open a site and test the multiview to make sure it worked
- Change the setting of the Site Tree Collapse/Compact. Perform a Manual Patrol to confirm the new setting saved correctly
- If available - update an existing integration package.
- Install a new integration Package - HikVision
- Revert the package that you just installed or updated
- Install the HikVision Package

Immix Administration Specialist



- Configure one HikVision alarm to AutoHandle
- Configure one HikVision alarm to Ignore
- Configuration one HikVision alarm to with a script and priority of 500
- Hide the HikVision Device Type