ALARM MANAGEMENT GATEWAY

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The **CathexisVision Alarm Management Gateway** (AMG) is an **advanced management tool** that can be added to CathexisVision for centralised **alarm management**.

The CathexisVision AMG provides the ability to manage alarms from one or multiple sites, centrally and remotely. The operator can **respond to defined events**, instead of watching hundreds or even thousands of video feeds, looking for specific event footage. AMG events/alarms can be user-defined site events, technical alarms, or a breakdown in communication between the AMG and sites whose events the AMG is managing.
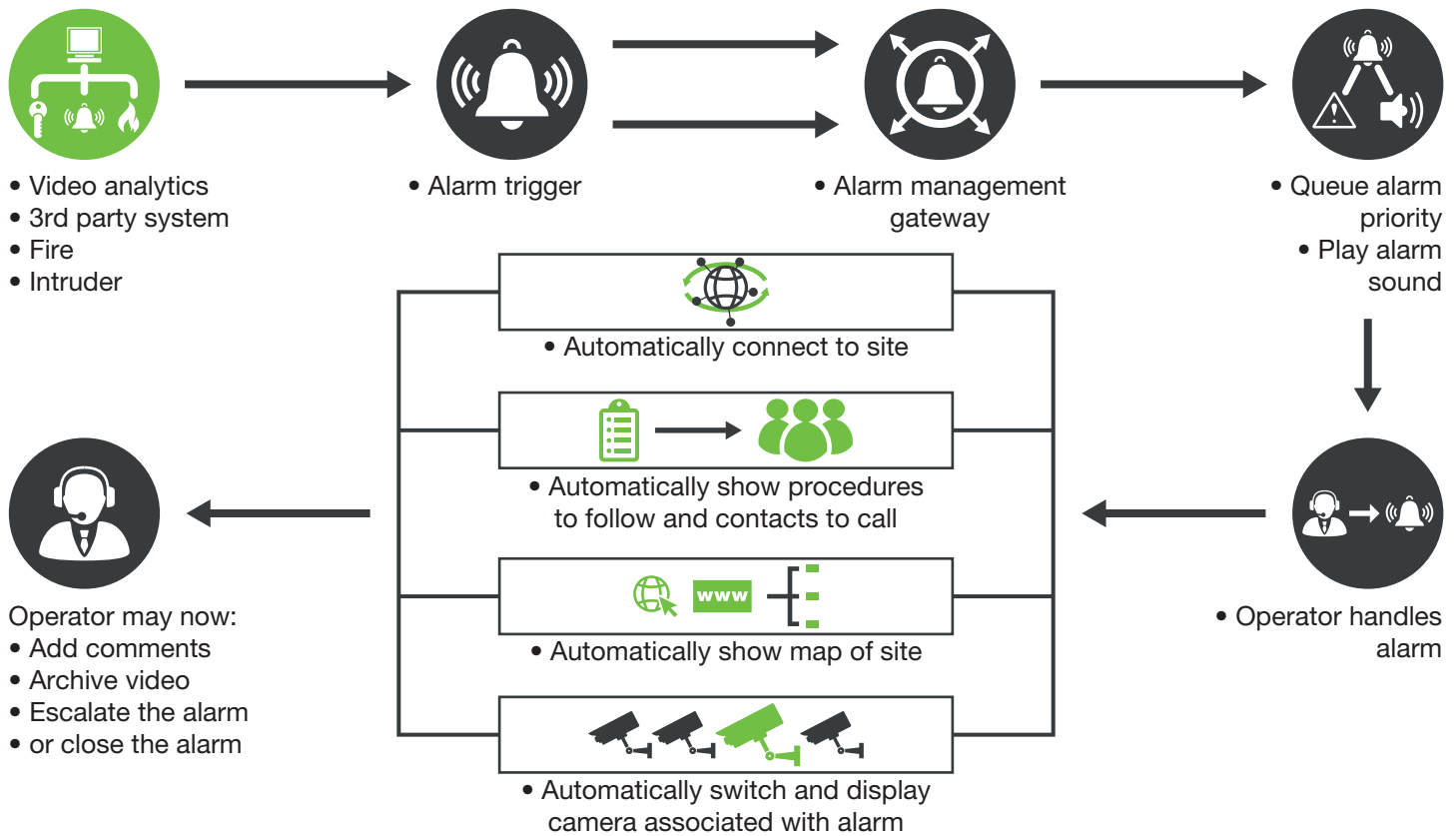
CathexisVision provides the **optimal VMS solution** for a wide variety of applications, ranging from local single server, single-site systems to international multi-server, multi-site operations.

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The CathexisVision AMG facilitates the reporting and management of local and remote system-triggered alarms. A CathexisVision unit is configured as an Alarm Management Gateway. It receives alarms from AMG-connected CathexisVision site servers when the Gateway Unit is located on site, or at a remote control room.

- Video analytics
- 3rd party system
- Fire
- Intruder

- Alarm trigger

- Alarm management gateway

- Queue alarm priority
- Play alarm sound

- Automatically connect to site

- Automatically show procedures to follow and contacts to call

- Automatically show map of site

- Automatically switch and display camera associated with alarm

- Operator handles alarm

Operator may now:
- Add comments
- Archive video
- Escalate the alarm
- or close the alarm

When the AMG receives alarms, they are assigned a level of low, medium or high, according to the priority level of the event which triggered them. Each priority level has a configurable, associated sound. Users may also choose whether alarms should display the associated video as it is handled, or if the AMG should archive a snapshot of the event which triggered the alarm automatically (this is archived once the alarm has been handled, along with the alarm video).

Each alarm received by the CathexisVision AMG is queued in the Incoming Alarms Table. Alarms are listed sequentially, and indicate the site name, event description, event time, and arrival time at the AMG. An event folder is opened for each alarm. Operators can select individual alarms and deal with each event in accordance with the procedures as set by management. Dealing with alarms moves them into the Current Alarm Table.

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Operators can take a variety of actions:

- View the recording of the alarm event in a popup window
- View alarm procedures
- Create a Case to escalate the alarm to relevant people
- Add comments to the alarm once it has been managed

Alarms History Table

It's easy to oversee the health of the AMG connection, as well as the occurrence and handling of site alarms. Once an alarm has been managed, it is passed to the Alarms History Table. If alarms are not dealt with within a certain period, they can be redirected to another AMG.

Heartbeats

The AMG can be configured to receive "heartbeats" from site servers. If the AMG does not receive a heartbeat signal from a site server, an alarm is triggered.

Gateway Report Manager

Data is reviewed easily by way of the Gateway Report Manager. It can generate pre-defined reports for specific sites, alarms and/or specific time periods, as well as enable users to create customised reports.

Case Manager

The Case Manager enables easy alarm management by: allowing preview and full view of alarm cases, the ability to create/edit cases and escalate cases to ensure that alarms are sent to the right people.

Gateway User Manager

User activity can be monitored through auditing alarms and cases. The AMG requires its own user login which is managed by the Gateway User Manager. Specific users can be associated with handled alarms/cases.

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