

Innovative Business Software A/S

## New features and modules

Innovative Security Manager™

(interVIEW V3.0)

2 June 2017

[www.innovative.dk](http://www.innovative.dk)

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# Overview of new features

Following is an overview of the new features, which will automatically become available when upgrading to Innovative Security Manager™ (interVIEW V3.0).

**Note:** In order to upgrade to Innovative Security Manager™ (interVIEW V3.0) you need to update your existing interVIEW to at least version 2.9m.


Feature	What's new?	Reference
Microsoft Active Directory (AD)	<ul style="list-style-type: none"> <li>■ Supports user validation against AD</li> <li>■ Log on ISM (iV V3.0) using Windows user name/password</li> </ul>	See "Active Directory" on page7.
Clients	<ul style="list-style-type: none"> <li>■ Automatically update all clients to the latest version</li> <li>■ Deploy the Client application using a Windows Installer (MSI file)</li> </ul>	See "Clients" on page9.
New Authorisation System for handling rights and permissions	<ul style="list-style-type: none"> <li>■ "Actions", "Action Groups" and "UD Authorisation Groups" are collected in a new expanded authorisation system</li> <li>■ User permissions becomes much more versatile (eg you can create your own User permissions and apply them to UD Authorisation Groups, interCOP and standard functionality)</li> </ul>	See "New Authorisation System" on page13.
Event Code Counter	<ul style="list-style-type: none"> <li>■ Feature which makes it possible to count the number of any specific Event Code on a specific Sites/Customers and automatically react to these, if the number exceeds a desired number</li> </ul>	See "Event Code counters" on page17.
"New Instructions"	<ul style="list-style-type: none"> <li>■ Instructions have been greatly expanded and you can now activate Instructions based on any kind of Incident (and not only Alarms)</li> <li>■ A new Filter Formula ensures that correct Instruction is activated</li> <li>■ A new Score Formula automatically calculates and determines which Global Unit(s) are currently most suitable for a given task based on different criteria</li> <li>■ Enter the minimum/maximum number of Global Units to dispatch on an alarm/task</li> </ul>	See "New Instructions" on page19.
Global Units	<ul style="list-style-type: none"> <li>■ Pairing of Global Units (ie have multiple Global Units act as a single unit) on an Alarm/Task</li> </ul>	See "Global Units - Joining" on page23.
Queue Filters	<ul style="list-style-type: none"> <li>■ Queue Filters have received an overhaul - checkboxes have been replaced with a logical expression (formula)</li> <li>■ If you have <b>the Task Module</b> (optional add-on), you can create Queue Filters, which can display the current state/phase of a given task (eg "task assigned", "awaiting ack" and "completed tasks")</li> <li>■ Sort the Queue Filters in the menu in the Queue Window as desired. Previously, they were simply listed according to create date and could subsequently not be rearranged.</li> </ul>	See "Queue Filters" on page25.
Aural Alarms	<ul style="list-style-type: none"> <li>■ A new picklist <b>Audio profiles</b> expands the use of aural alarms</li> </ul>	See "Aural Alarms" on page29.
Alarm Handling	<ul style="list-style-type: none"> <li>■ Multiple operators can now handle the same Alarm/Task</li> <li>■ Edit Alarms/Tasks manually prior to activation</li> <li>■ Alarms/Tasks can now contain attached files (eg images, video clips or documents)</li> </ul>	See "Alarm Handling" on page31.



Feature	What's new?	Reference
Customise the timer	<ul style="list-style-type: none"> <li>■ New picklist <b>Time Periods</b> enables you to change and customise the fixed periods for how long you want to temporarily postpone an Alarm using the Timer. Previously, these periods were fixed at 5 minutes, 15 minutes, 1 hour, 2 hours and 4 hours and could not be changed.</li> </ul>	See "Time periods (timer)" on page35.
Incident overview	<ul style="list-style-type: none"> <li>■ Now you can right-click on an entry in the alarm log and view a summary of the event grouped by the different Event Codes logged during the entire incident</li> </ul>	See "Incident overview" on page37.
Quota Report	<ul style="list-style-type: none"> <li>■ The Quota Report monitors whether a specific condition is valid or not within a specific time. If not, it generates an alarm (eg scanning 500 ID cards within an 8-hour workshift)</li> </ul>	See "Quota Report" on page39.
<b>Fleet Module:</b> Geofences	<ul style="list-style-type: none"> <li>■ A Global Geofence now defines a "legal area" (eg university campus), which covers all Global Units</li> <li>■ If you - In addition to the Fleet Module - also have <b>indoor positioning</b> (new optional module), you can define Geofences on floor levels</li> </ul>	See "Geofences" on page41 and "Indoor Positioning (via Cisco® MSE)" on page63.
<b>Fleet Module:</b> Routes/Patrols	<ul style="list-style-type: none"> <li>■ If you - in addition to the Fleet Module - also have the <b>Task Module</b> (new optional module), you can automatically create and assign Routes/Patrols to Global Units (as tasks)</li> </ul>	See "Task Module" on page49.

# Overview of new optional add-on modules

Following is an overview of the new optional add-on modules in Innovative Security Manager™ (interVIEW V3.0).

Add-on	What's new?	For more information
Microsoft SQL Server (MS-SQL)	<ul style="list-style-type: none"> <li>Support for MS-SQL</li> </ul>	See "Microsoft SQL Server" on page45.
interCOP	<ul style="list-style-type: none"> <li>interCOP is now a completely integrated module in ISM (iV V3.0).</li> </ul>	See "interCOP" on page47.
Task Module  Options:   ISM app for Android™	<ul style="list-style-type: none"> <li>Create, schedule and activate all types of tasks</li> <li>Assign tasks to our new ISM app for Android™ (see below), interGATE4 or your own dispatch system</li> <li>Define parameters such as notification, random start times, priorities and much, much more</li> </ul> <p>In addition, with ISM app for Android™ (option):</p> <ul style="list-style-type: none"> <li>Operations Centre can assign alarms/tasks to mobile devices - either manually or automatically</li> <li>At any given time, Operations Centre can view and dispatch the most suited candidates for any given alarm/task based on various criteria for the specific alarm/task</li> <li>Personnel can create tasks "on the go", scan RFID tags, attach pictures, log events in ISM (iV V3.0), change shifts, report back and much, much more</li> </ul>	See "Task Module" on page49.
Importing Workshifts	<ul style="list-style-type: none"> <li>Create and control Workshifts in Microsoft Excel (XLS/XLSX) and subsequently import them to ISM (iV V3.0)</li> </ul>	See "Workshifts - Importing" on page55.
Reminders	<ul style="list-style-type: none"> <li>Create Reminders, which are automatically presented on the screen, when an operator takes or disposes a specific alarm from a specific customer</li> </ul>	See "Reminders" on page57.
Map Services (GIS)	<ul style="list-style-type: none"> <li>New map server technology</li> <li>Indoor positioning of Global Units (via integration to Cisco® MSE - see below)</li> <li>Import floorplans and detailed images (eg from drones)</li> <li>Replace map during operations</li> <li>Hosting of map services at Innovative or at the customer</li> <li>Assign tasks to Global Units directly from the map</li> </ul>	See "Geographic Information System (GIS)" on page59.
Indoor Positioning (via Cisco® MSE)	<ul style="list-style-type: none"> <li>Integration to Cisco® Mobility Services Engine (MSE) enables you to display, track and communicate with Global Units indoor - even on different floors</li> </ul>	See "Indoor Positioning (via Cisco® MSE)" on page63.
interGATE	<ul style="list-style-type: none"> <li>interGATE sheds its hardware and the latest version is now a pure app for Apple iOS™</li> <li>Mobile Device Management (MDM) via the SOTI platform</li> </ul>	See "interGATE" on page65.





# FEATURES

New features in Innovative Security Manager™ (interVIEW V3.0).







# Active Directory

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# Active Directory (AD)

ISM (iV V3.0) integrates to Microsoft Active Directory Domain Services (AD).

This way for example, an AD user can log directly into ISM (iV V3.0) and automatically be assigned the same permissions, as the user already has as a member of the corresponding AD Security Group.

Integration to AD provides the following advantages as well as increased security:

- Users can log on to ISM (iV V3.0) using their Windows user name/password.
- The clients, from which you can log on, can be restricted in AD
- Verification that the Global Units, who are trying to log on to ISM (iV V3.0), does have Windows user name and password.

You can integrate to AD using one of the following methods (ie determine how you want users to log on to ISM (iV V3.0) also referred to as "LoginMode"):

1. **AD Auto ("single sign on")** in which you automatically log on to ISM (iV V3.0) based on your Windows user name/password (ie as an authenticated AD user).

**Note:** When you launch ISM (iV V3.0) this way, you will log directly on ISM (iV V3.0).

2. **AD Manual** in which you can only log on to ISM (iV V3.0) as an authenticated AD user and only manually.
3. **Mixed (AD/Classic)** in which you can choose to log on ISM (iV V3.0) as either a ("classic") ISM (iV V3.0)-user or as an authenticated AD user.

# Clients

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# Clients

Changes concerning clients are as follows:

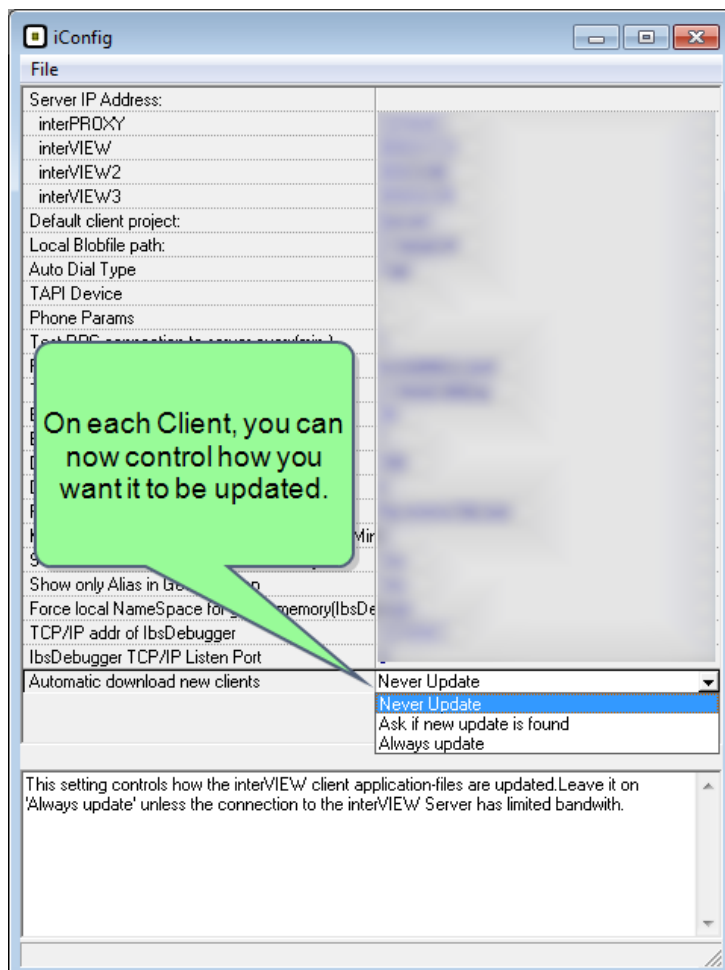
1. You can now automatically update clients on the network.
2. Client deployment using a Windows Installer (MSI file)

## Automatically update Clients

From now on, whenever Innovative releases a new version of the Client application (ivClient.exe), you can have all the Clients on the network automatically update to the new version.

This way, you can choose to have each of your Clients updated as follows:

- **Automatically.** In this method, you place a copy of the new version of the Client Application in a folder on the server. When the user logs on, ISM (iV V3.0) automatically updates the Client Application to the new version without asking the user.
- **Semi-automatic.** In this method, you place a copy of the new version of the Client Application in a folder on the server. When the user logs on, ISM (iV V3.0) asks the user whether to update the Client Application to the new version or not. The user then accepts or rejects the update.
- **Manually.** This is the traditional method, in which you manually copy and install the Client Application on each Client.



New possibilities for updating Clients.

## Deployment of Clients using a Windows Installer (MSI file)

You can now install/deploy new Clients using a Windows Installer (MSI file).

This allows quick and easy deployment of new Clients as well as updating existing ones on the network.

**Note:** Naturally, you can still install Clients using the conventional method (EXE file), in which you install the `ivClient.exe` locally on each Client.





# New Authorisation System

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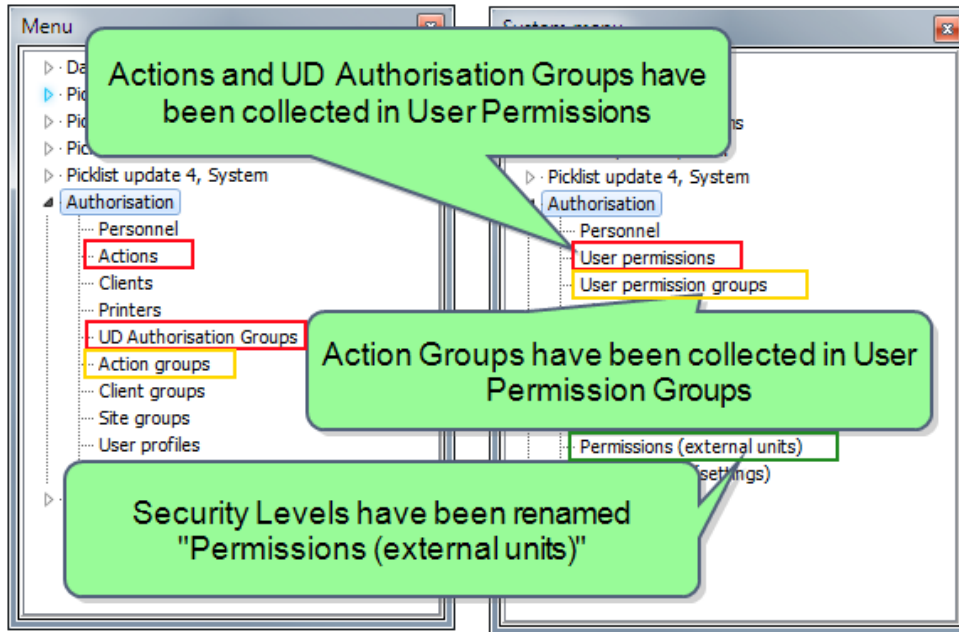


# New Authorisation System

The Authorisation System has been changed.

The picklists **Actions** , **UD Authorisation Groups** and **Action Groups** have been collected in the picklists **User Permissions** and **User Permission Groups**.

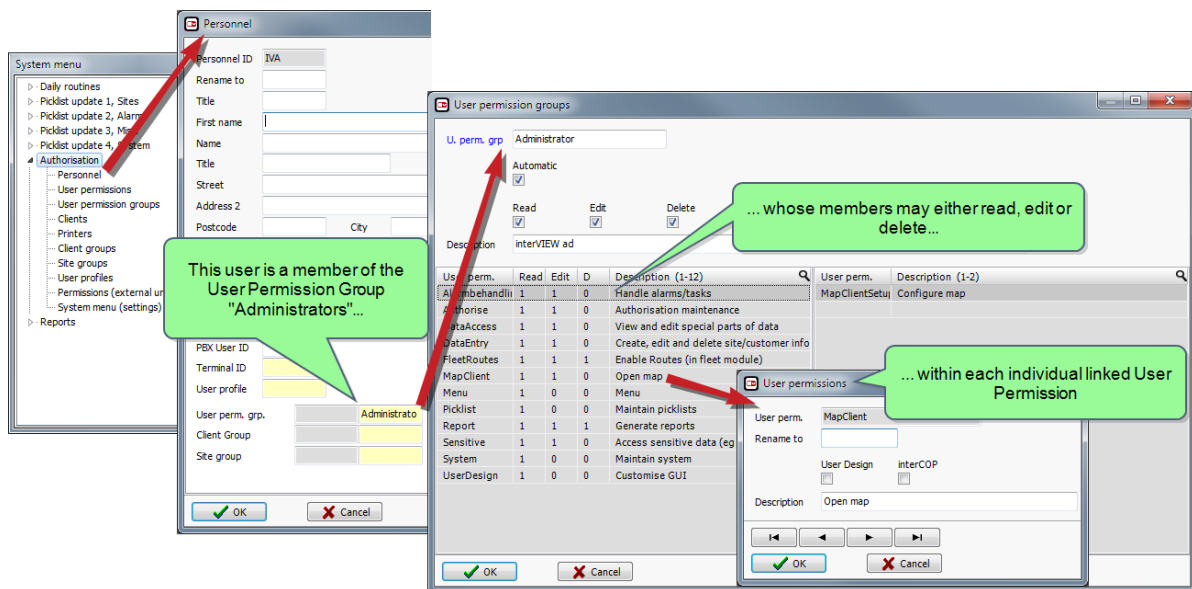
The picklist **Security Levels** has been renamed **Permissions (external units)** to emphasize that this picklist only relates to rights/permissions for contacts and global unit ("external units"), which require external access to ISM (iV V3.0).



The new authorisation system has several advantages, including:

- **A combined system** - no need to maintain two permission systems
- **More versatile** - you can create and customise your own user rights/permissions and apply them across UD Authorisation, interCOP as well as default ISM (iV V3.0) functionality.
- **Granular control** - you can control user rights/permissions for each picklist (read, edit and/or delete) and for each menu item (show/hide) in the system menu. This enables you to restrict functionality as well as to simplify the system menu for users, who only use a fraction of ISM (iV V3.0)
- **interCOP has been adopted into the authorisation system** - this allows you to restrict projects and to control which sheets, can be accessed and by which users and the sheets they may edit.







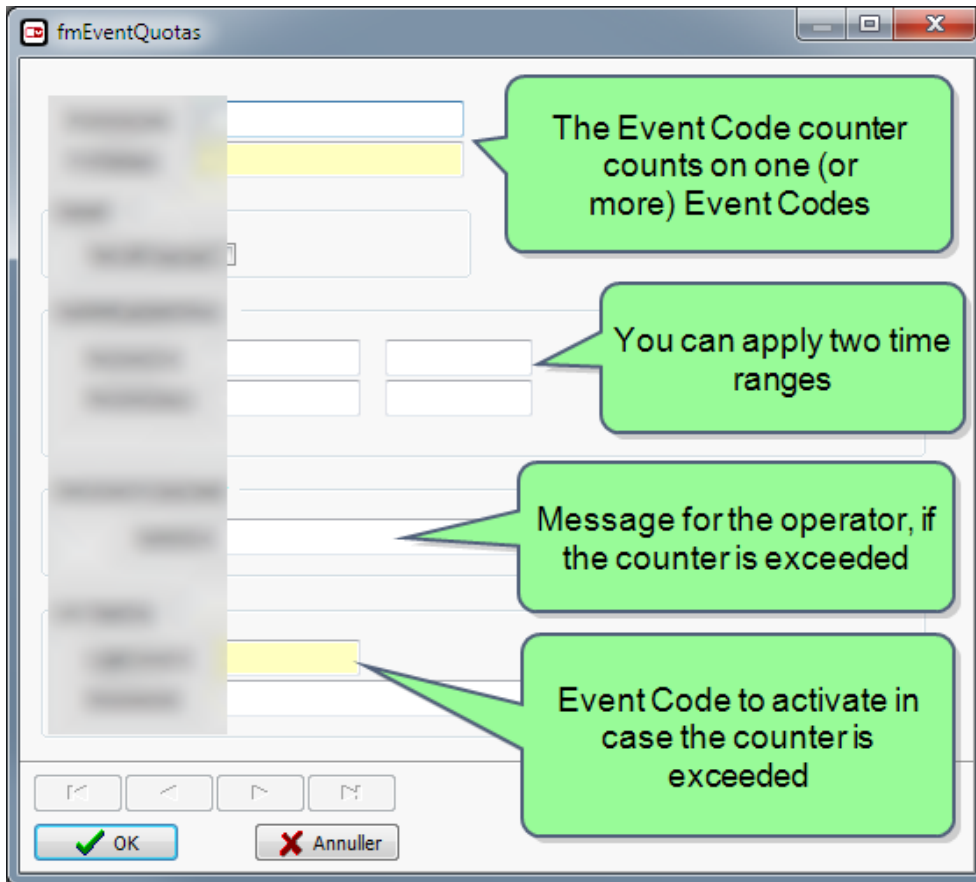
# Event Code Counters

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## Event Code counters

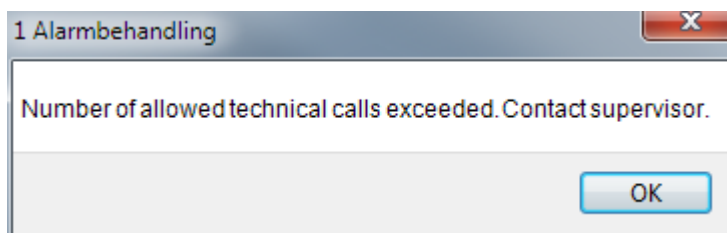
The Event Code counter enables you to count the number of one (or more) specific Event Codes within a specific time range and can thus react if a desired number of Event Codes is exceeded.



The Event Code counter.

This way, for example, the Event Code counter can automatically react if a Site/Customer exceeds more than 10 service calls requiring dispatch of a technician within 30 days. The next time the Site/Customer generates an alarm, you can then choose to

- present the operator with a dialog warning that the Event Code counter (limit) has been exceeded on the given Site/Customer and/or



- generate an alarm on a given HwID with a given Instruction.

## New Instructions

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## "New Instructions"

In interVIEW V2x, you can "only" activate Instructions based on "Alarm signals" (ie Event Codes of the Event Type "Alarm").

The "New Instructions" in ISM (iV V3.0), however, have been expanded and you can now activate Instructions based on any kind of Event Code. This way, for example, you can create an Instruction, which sends a text message, every time a queue comment is updated.

The "New Instructions" contain two Event Codes: The first Event Code ("Auto-trigger") acts as a trigger for Instructions and the second Event Code determines the action to be taken.

Thus, ISM (iV V3.0) introduces a new and much more versatile way of handling Instructions, of which the most important concepts are as follows:

- **Event Code Groups** - You can now activate Auto-Instructions based on any kind of Event Code (eg if the Alarm/Task has been edited manually). Previously, it was only possible to activate Auto-Instructions based on an "Alarm signal" (and not at the Event Code level) only as the so-called "A1" and "A2" Auto-Instructions. See also "Event Code Groups" on the facing page.
- **Filter Function** - You can now create advanced filters, which determine whether an Auto-Instruction shall be activated or not (even though the Event Code Group may be a match). This way, for example, you can control whether to only activate the Auto-Instruction inside a given period, only on a specific Workshift, only if the Alarm has a certain priority or only if a specific Incident Field contains a specific value. The Filter Function is a Boolean and returns the value (1) true or (0) false for the expression. See also "Formulae (for the Filter and Score Functions)" on page22.
- **Score Function** - If you employ multiple Global Units, then ISM (iV V3.0) can now automatically calculate the most suitable Global Units (candidates) for a given Alarm/Task and present these candidates for the Operator on the Resource grid on the Resource overview screen. This way, for example, you can create a Score Function which automatically calculates and presents the Global Units, which are closer to the Alarm/Task or Global Units currently on a specific Workshift. The Score Function returns a number (value) for each Global Unit, which you can use to sort by. See also "Formulae (for the Filter and Score Functions)" on page22.

**Note:** Existing Instructions (V2x) will automatically be converted to the new format (V3x).

**Note:** Existing Instructions (V2x) only contains a single Event Code - namely the Action, which determines what must be done. The new Instructions (V3x), however, uses two Event Codes; the first one determines, whether to activate the Instruction or not ("filter") and the second one determines, what to do ("Action").

The EventCode Group determines the Events (Event Codes), which will activate the Auto-Instruction.

You can link Auto-Instructions to Workshifts

The Filter Function determines, when the Auto-Instruction will be activated

Possible to select min/max number of Global Units to be dispatched

The Score Function calculates which Global Unit(s) to be dispatched

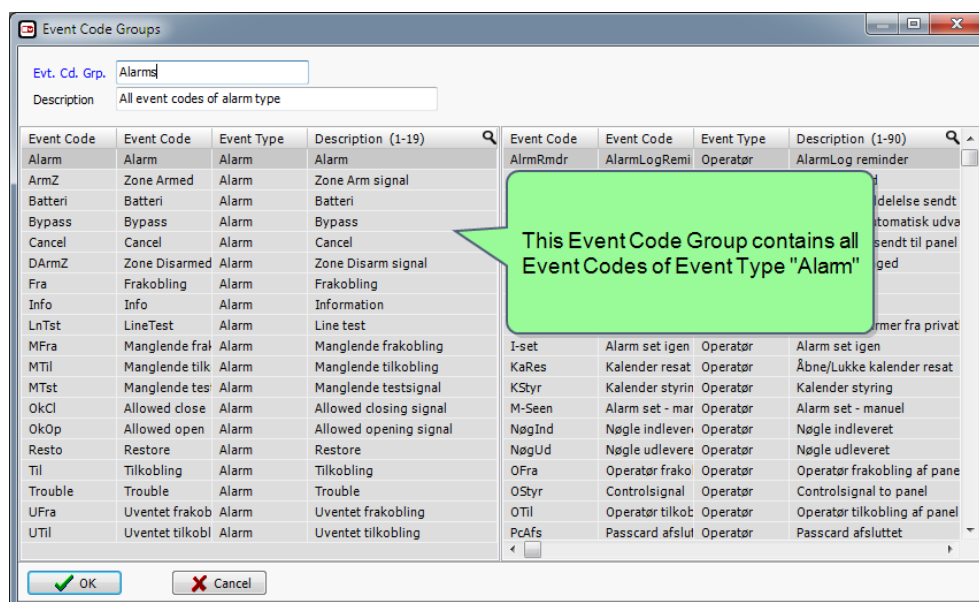
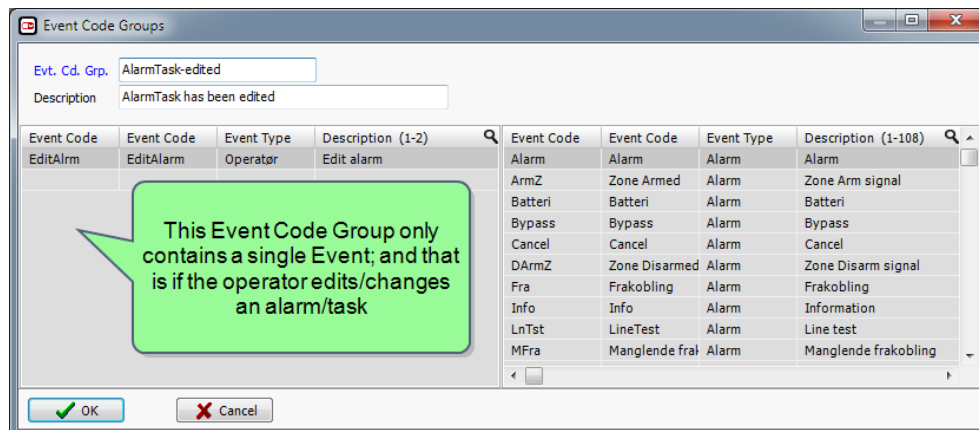
Instruction in ISM (iV V3.0)

## Event Code Groups

From now on, ISM (iV V3.0) uses the so-called **Event Code groups** (new picklist) to perform Instructions.

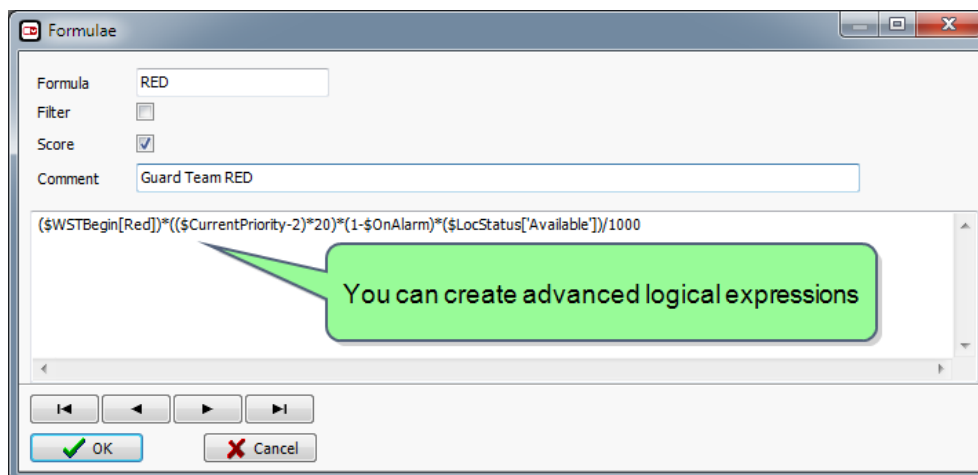
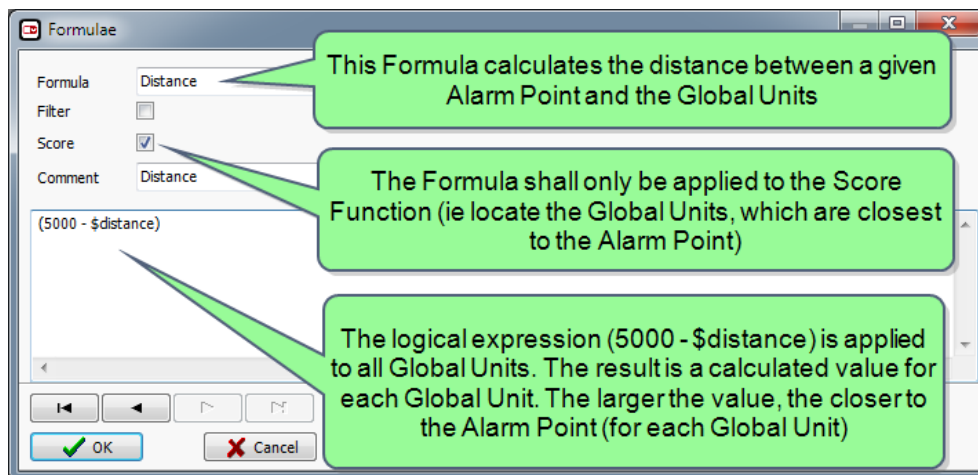
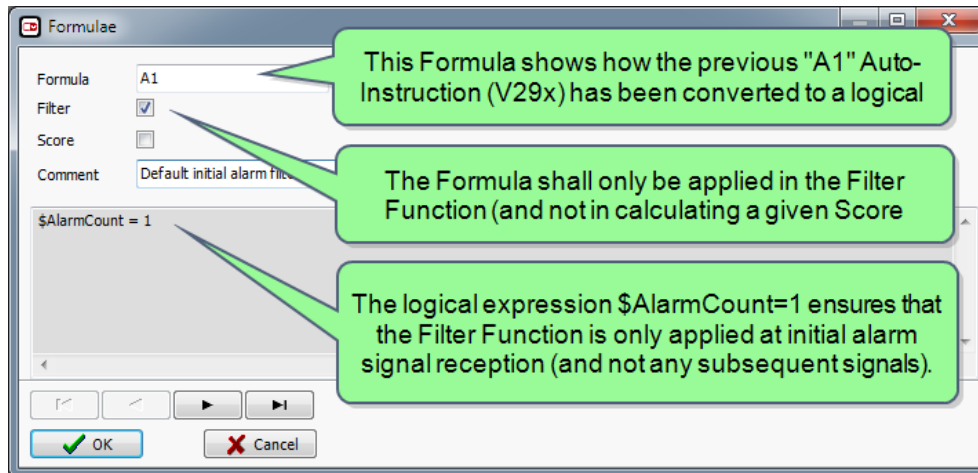
As the name implies, Event Code Groups collect one or more Event Codes in groups. The Event Code Groups are then linked to Instructions. If one of the Event Codes in the applicable Event Code Group is then activated, the linked Instruction will be activated.

The use of Event Codes to activate Instructions presents a lot of possibilities in ISM (iV V3.0). For example, you can have ISM (iV V3.0) to automatically send an email, when an Alarm is disposed or have ISM (iV V3.0) to automatically send an SMS/Text Message, if the Operator edits and Alarm/Task and much, much more.



## Formulae (for the Filter and Score Functions)

**Formulae** is a new picklist, which contains the logical expressions to be applied in the Filter or Score Functions. The Formulae allows you to create anything from simple to very advanced logical expressions.



The logical expressions in the Filter Function include: Alarm count (by Incident), User Flags, Sum Log Time Groups, Status Flags, Postcodes and Class.

The logical expressions in the Score Function (for each Global Unit) include: Current Priority, Distance (to the Alarm Point), Current Unit Status, Distance (to Meeting Point), Minutes since most recent assignment, Minutes remaining on current Worksheet and current Worksheet.



## Global Units - Joining

Global Units - Joining .....	24
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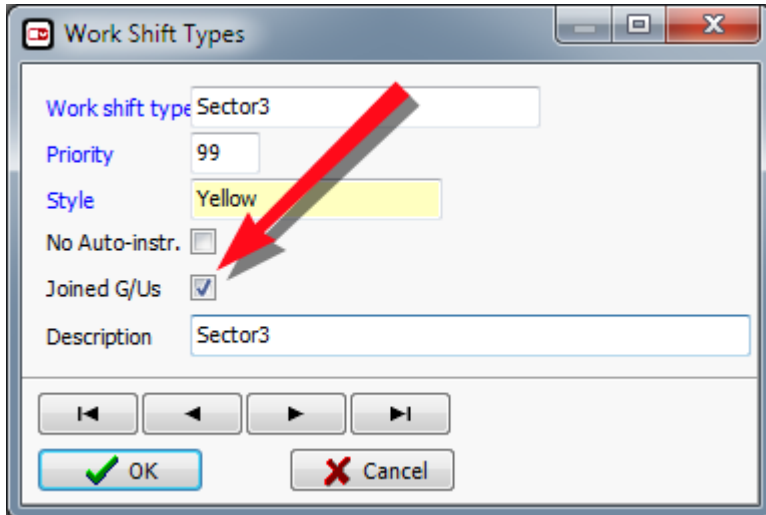


## Global Units - Joining

You can now join Global Units together so that two (or more) Global Units act as a single unit (team).

Use this, for instance, when two Global Units travel in a vehicle in which one is driving and the other is communicating with the operations centre. As long as the Global Units are joined together, response from one unit will also be registered as a response from all other joint units (thus synchronized).

You join Global Units together using the picklist **Workshift Types**, in the checkbox **Joined Global Units**. All Global Units, which are currently on this "joined" Workshift Type, will subsequently act as a single Global Unit.



The checkbox **Joined** on the picklist Workshift Types indicates that the Global Units on this Workshift Type have been joined together to act as a team.

# Queue Filters

Queue Filters .....	26
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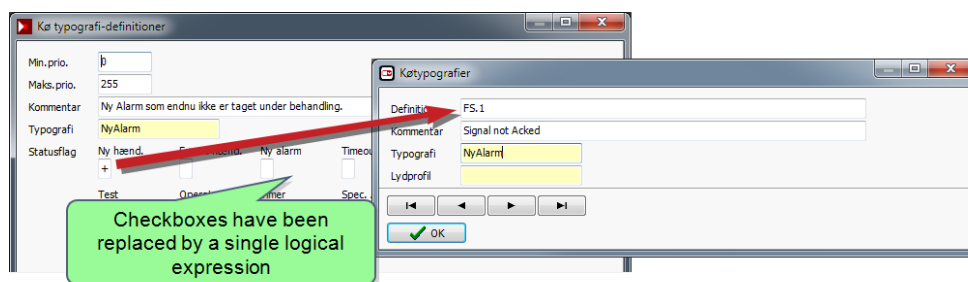
# Queue Filters

Queue Filters have been changed as follows:

1. The Queue Styles, which form part of the Queue Filters, have been redesigned.
2. If you are using **the Task Module** (option), you can include Incident (Task) States in the Queue Filters. This way, for example, you can create a Queue containing tasks, which are currently awaiting acknowledgments etc.
3. You can now sort the Queue Filters so as to arrange them as you want in the Queue windows.

## Queue Styles have been redesigned (new format)

The Queue Styles, which control how Alarms are visually presented in the queues, are now created in a new way, in which the checkboxes (V2x) have been replaced by a logical expression (V3x).

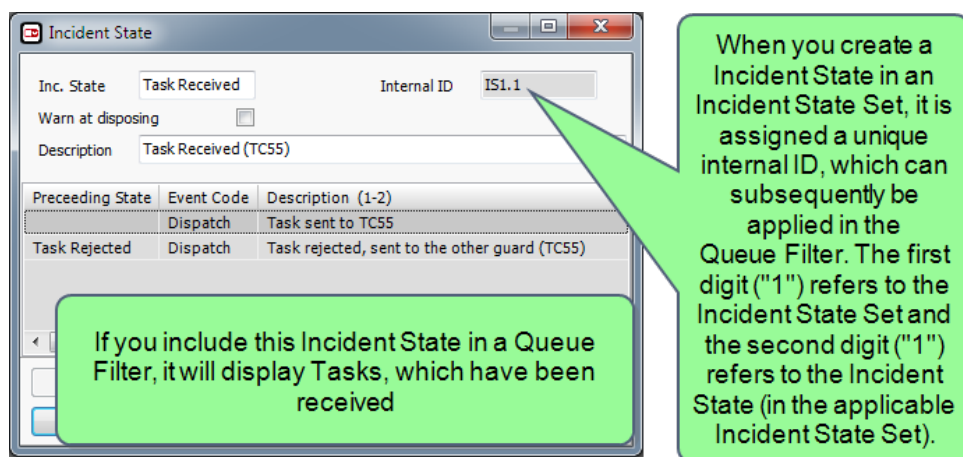


**Note:** Existing Queue Styles (ie the checkboxes in V2x) will automatically be converted to the new format (ie a logical expression in V3x).

## Using Incident (Task) States

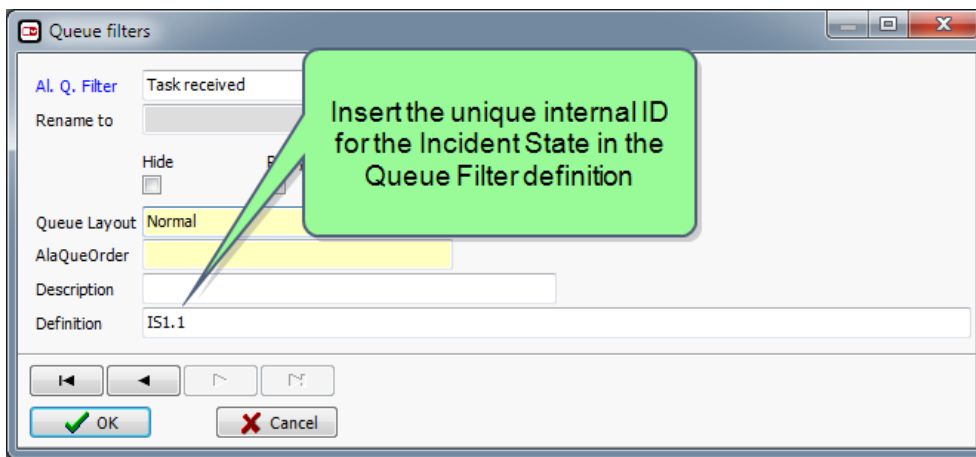
If you are using **the Task Module** (option), you can create Queue Filters, which can filter on any given Incident (Task) State.

This is done by creating an **Incident State Set**, which contains the desired Incident States in the desired Task flow. Each Incident State is automatically assigned a unique internal ID (ISx.y), which refer to the applicable Incident State ("y") in the applicable Incident State Set ("x").

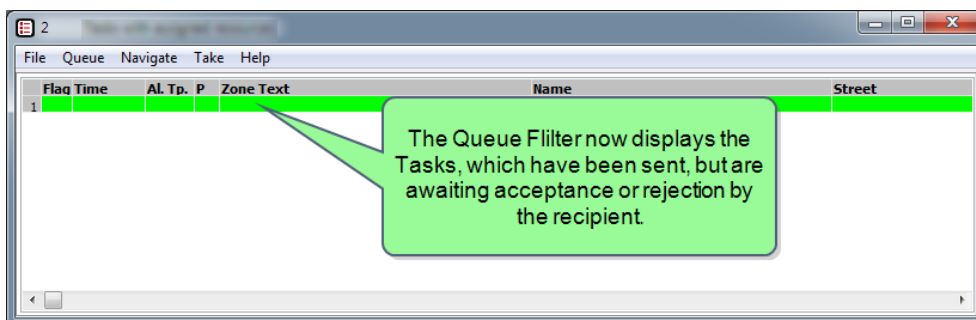


Each Incident State has a unique internal ID, which contain information about the specific Incident State in the specific Incident State Set.

Subsequently, you create a Queue Filter containing the specific internal ID in the Queue Filter definition.



The operator can then open the specific Queue Filter from the Queue window.

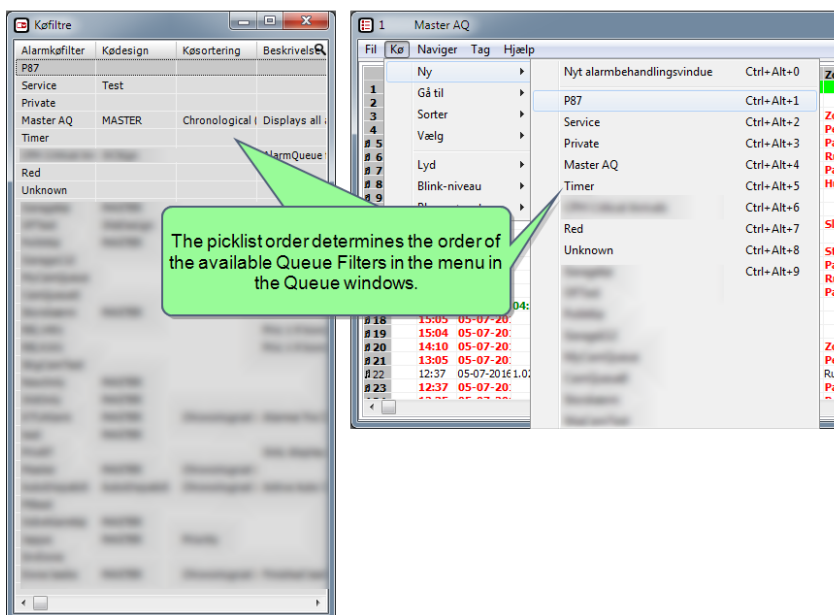


For more information, see "Task Module" on page49).

## Sorting Queue Filters

You can now sort Queue Filters in the order you want them to appear in the menu **Queue > New > [Queue Filters]** in the Queue windows.

This is done by manually sorting the Queue Filters in the picklist in the order, which you want them to appear in the menu.



The picklist order determines the order of the available Queue Filters in the menu in the Queue windows.





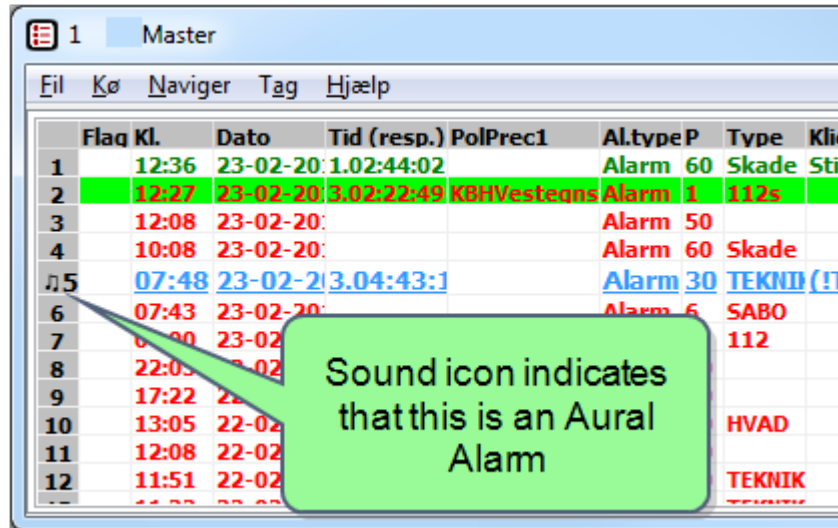
# Aural Alarms

Aural Alarms .....	30
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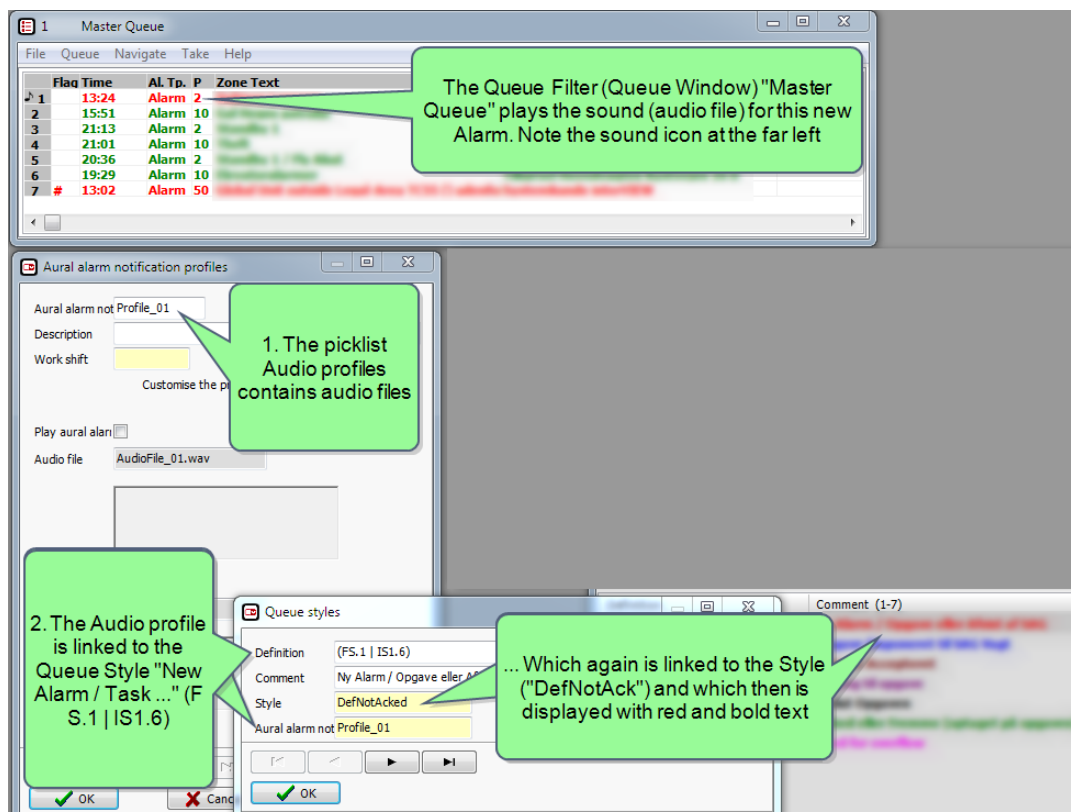
# Aural Alarms

Aural Alarms have been expanded. A new picklist **Audio profiles** now makes it possible to play different audio files depending on whether the Alarm comes inside or outside a given Work Shift and whether to only play the file once or continuously until taken. This way, for example, you can play Audio File A once during daytime, but Audio File B, which is repeated until the Alarm is taken, during nighttime.



	Flag	Kl.	Dato	Tid (resp.)	PolPrec1	Al.type	P	Type	Klie
1		12:36	23-02-20	1.02:44:02		Alarm	60	Skade	Stic
2		12:27	23-02-20	3.02:22:49	K8HVestegns	Alarm	1	112s	
3		12:08	23-02-20			Alarm	50		
4		10:08	23-02-20			Alarm	60	Skade	
5		07:48	23-02-21	3.04:43:1		Alarm	30	TEKNIK	(IT
6		07:43	23-02-20			Alarm	5	SABO	
7		07:00	23-02-20					112	
8		22:05	23-02-20						
9		17:22	22-02-20						
10		13:05	22-02-20					HVAD	
11		12:08	22-02-20						
12		11:51	22-02-20					TEKNIK	

New sound icon in the Queue Filters.



The Queue Filter (Queue Window) "Master Queue" plays the sound (audio file) for this new Alarm. Note the sound icon at the far left

1. The picklist Audio profiles contains audio files

2. The Audio profile is linked to the Queue Style "New Alarm / Task ..." (FS.1 | IS1.6)

... Which again is linked to the Style ("DefNotAck") and which then is displayed with red and bold text



# Alarm Handling

Alarm Handling .....	32
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# Alarm Handling

Alarm Handling now offers more features.

## Multiple operators on the same alarm

Multiple operators can now handle the same alarm. This is done by allowing the Event Code to be handled by multiple operators.

Can type  
Data templ.  
Data  
Description

<input type="checkbox"/> No Q. upd.	<input type="checkbox"/> Follow-Up Cd.	<input checked="" type="checkbox"/> Post Re	<input type="checkbox"/> Logging withou	<input type="checkbox"/> No treatment	<input type="checkbox"/> Upd. Q. comm.
<input type="checkbox"/> Highlight Al.	<input type="checkbox"/> Do not log	<input checked="" type="checkbox"/> Mult. operat.	<input type="checkbox"/> Passcard req.	<input type="checkbox"/> ASMS->Opera	
User flags	Response	Invoice	Div / Disp		
	<input type="checkbox"/> Enabled	<input type="checkbox"/> Required			
Text (short)	<input type="checkbox"/>				
Text (long)	<input type="checkbox"/>				
Sub Code	<input type="checkbox"/>				

For each Event Code you can indicate whether it can be carried out by multiple operators

Event Codes.

## Edit Alarms/Tasks manually prior to activation

You can now manually edit (change) the content of Alarms before activation.

Edit alarm

User flags

Response	Invoice	Div / Disp
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

From 26-10-2016 15:51:00 To 26-10-2016 16:11:00

Description

Control

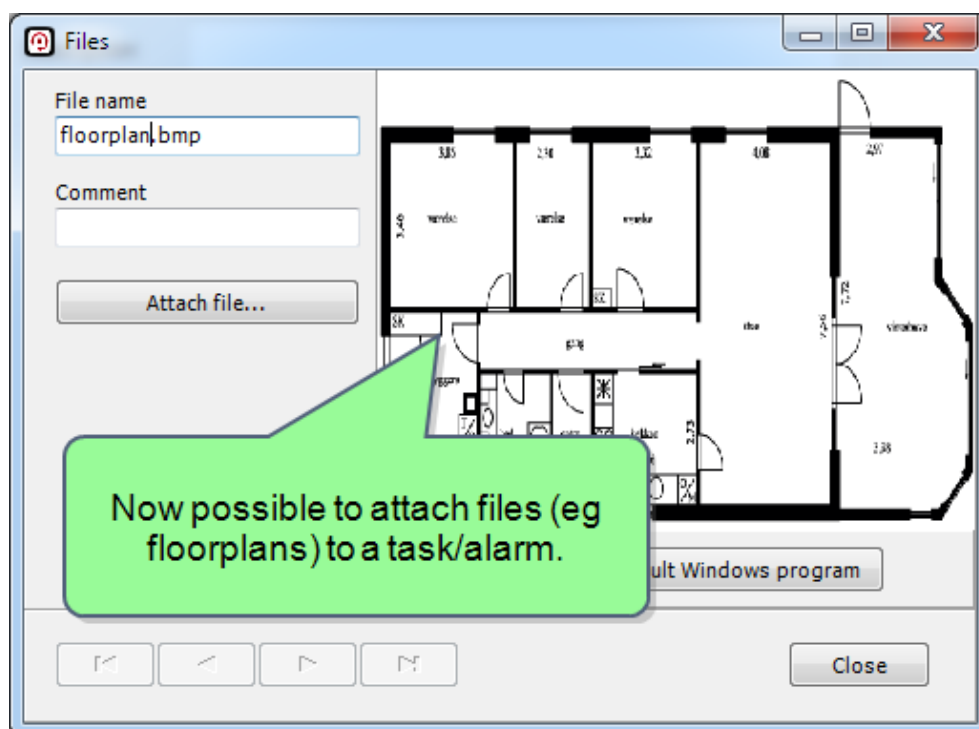
OK .Cancel

You can now manually edit a task/alarm immediately prior to activation. This way you can change the predefined settings.

Edit alarm/task.

## Attach files to Alarms/Tasks

You can now attach files (eg pictures, drawings and documents) to an Alarm.



Attach files.



## Time Periods (timer)

Time periods (timer) .....	36
----------------------------	----



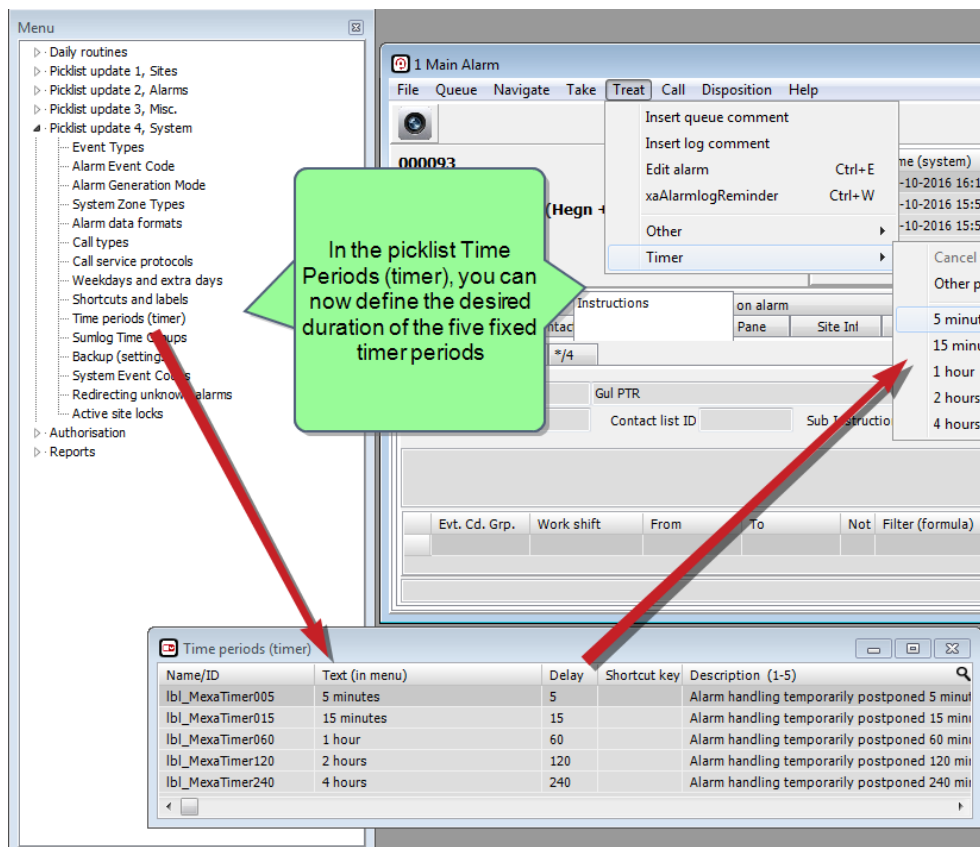
## Time periods (timer)

During alarm handling, the Operator may temporarily postpone an Alarm for, say, five minutes (the "timer period") Once the five minutes have passed, the Alarm will once again be highlighted in the Queue for the Operator's attention.

By default, ISM (iV V3.0) contains the following fixed time periods (shortcuts): five minutes, 15 minutes, 1 hour, 2 hours and 4 hours, which cannot be changed.

As of V3x, however, these fixed time periods can now be customised as desired. This way, for example, you can change the fixed timer periods to 10 minutes, 1½ hours etc.

This is done in the new picklist **Time periods (timer)**.



The fixed time periods now have their own picklist.

# Incident Overview

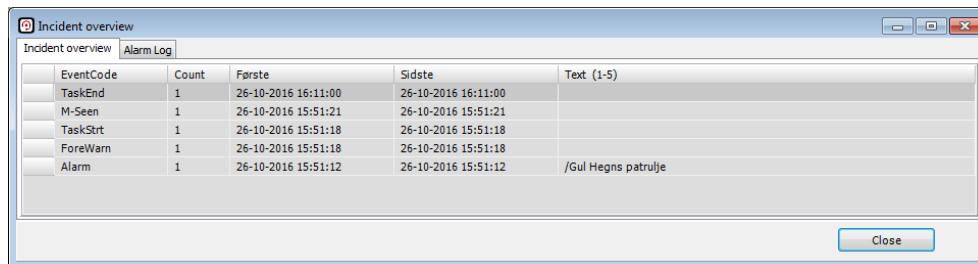
Incident overview .....	38
-------------------------	----



## Incident overview

The Incident overview summarizes all events on a given Alarm/Task grouped by Event Code and thus provides a quick overview of the entire incident from start to finish.

Right-click on any entry in the Alarm Log and select **Incident overview**.



The screenshot shows a window titled "Incident overview" with a tab labeled "Alarm Log". Inside the window is a table with the following data:

EventCode	Count	Første	Sidste	Text (1-5)
TaskEnd	1	26-10-2016 16:11:00	26-10-2016 16:11:00	
M-Seen	1	26-10-2016 15:51:21	26-10-2016 15:51:21	
TaskStrt	1	26-10-2016 15:51:18	26-10-2016 15:51:18	
ForeWarn	1	26-10-2016 15:51:18	26-10-2016 15:51:18	
Alarm	1	26-10-2016 15:51:12	26-10-2016 15:51:12	/Gul Hegns patrulje

A "Close" button is located at the bottom right of the window.

The Incident Overview summarises all events on an Alarm/Task in an easy way.



# Quota Report

Quota Report .....	40
--------------------	----



# Quota Report

The new Quota Report provides the following features:

1. It can generate a Report of the total number of incidents within a specific Zone or Hardware ID range.
2. If activated as an Auto-Report, it can (at defined intervals) automatically generate an entry in the Alarm Log, indicating whether a given condition has been fulfilled or nor. Use this feature, for example, to create a rule, which checks to see if a required number of signals on a HwID within a specific time frame is true or false. For example, if you have a procedure requiring your employees to scan at least 50 ID-cards within a period of 24 hours, then the Quota Report once a day will generate an entry in the Alarm Queue indicating either that (a) FEWER than the required 50 ID-cards have been scanned or (b) EQUAL TO (or more than) the required 50 ID-cards have been scanned.

**Quotas**

Report Templates Auto Reports

From	To	From	To
Site Number		HwID	
Alarmlog Period	(-)	Zone ID	
Hour Period	(-)	Installation date	(-)
App Opgave		Site group	

Incl. passive ☐ Include all log-only ☐

Sort by Site Number

Alarm Count Trigger

HwID when < HwID when >=

Zone when < Zone when >=

Comment when < Comment when >=

G/U Type (email)

Recipient (email)

Only send if data ☐

Subject (email)

File name (email)

Format and design

Report comment

OK OK, close Close Reset fields

The Quota Report.

# Geofences

Geofences .....	42
-----------------	----



# Geofences

**Note:** Geofences require **the Fleet Module**.

Since interVIEW V2.9m, it has been possible to create Geofences, which are virtual borders/corridors on the map in the Fleet Module. By continuously comparing the (static) coordinates of the virtual areas with the (dynamic) coordinates of a vehicle/mobile device, you can at any one time determine whether the vehicle/-mobile device is located inside, outside, exiting or entering a given virtual area (the Geofence).

This way, for example, you can generate an Alarm if a vehicle/mobile device breaches the Geofence or you can use Geofences as part of an Instruction, which only calls Pagers located within a radius of 10 kilometers from a fire station.

ISM (iV V3.0) expands on Geofences as follows:

1. Global Geofence ("Legal Area") and
2. Geofence-areas on floor levels

## Global Geofence ("Legal Area")

The Global Geofence is a global, virtual fence, which covers all Global Units. This way, you can restrict the area, which you want ISM (iV V3.0) to monitor, such as a university campus, industrial site or hospital. This way, for example, you can generate an Alarm if a Global Unit exits the Global Geofence.

## Geofence-areas on floor levels

If you in addition to **the Fleet Module** also add **indoor positioning** (new add-on module), you can create Geofence-areas on different floors. You do this by adding the parameter "**floor=**" to the Geofence-area. See also "Indoor Positioning (via Cisco® MSE)" on page63.

The screenshot shows the 'Geofence Areas' window. It has a tab labeled 'Geofence A.' and a text field 'Taxfree 1st fl'. Below this are fields for 'Internal No.' (30), 'Hide' (checkbox), 'Polygon' (checkbox checked), 'From (zoom)', 'To (zoom)', 'Description' (Taxfree on 1st floor), and 'Definition' (Color=65280,floor=1). A red arrow points to the 'Definition' field. Below the 'Definition' field is a table with two columns: 'Longitude (1-4)' and 'Latitude'. The table contains four rows of coordinates. A green callout box with a white border points to the 'Definition' field and contains the text: 'Use the parameter "floor=" to indicate the floor level of the Geofence-area'. At the bottom of the window are buttons for 'OK', 'Cancel', and 'Upload'.

Geofence-areas can now be defined on floor levels.

# OPTIONAL MODULES

New optional modules for Innovative Security Manager™ (interVIEW V3.0).





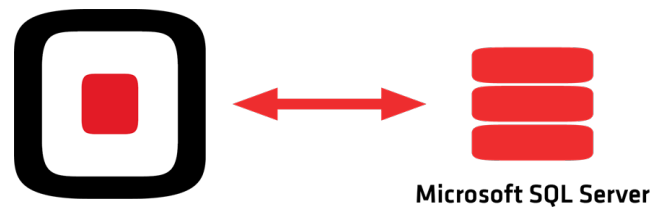
# Microsoft SQL Server

Microsoft SQL Server .....	46
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# Microsoft SQL Server

ISM (iV V3.0) now supports Microsoft SQL Server.



Microsoft SQL Server provides the following benefits (depending on Server edition):

- Free edition
- Access to your own data (for example by your own IT department)
- Online table indexing
- Online database replication
- and much, much more...

Please contact the sales department on +45 3373 4000 or [info@innovative.dk](mailto:info@innovative.dk) for more information.



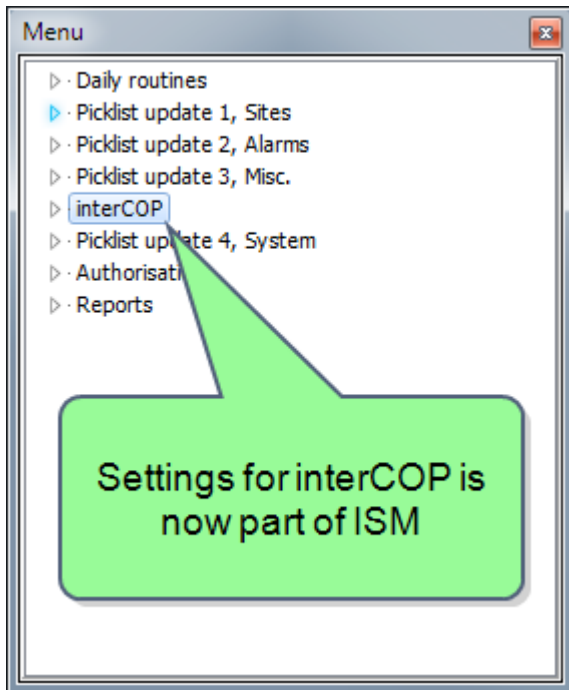
# InterCOP

interCOP .....	48
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# interCOP

The settings for interCOP (ie sheet types, project templates, object types, user permissions etc) have now been integrated with ISM (iV V3.0).



interCOP is now a completely integrated module in ISM (iV V3.0).

interCOP (add-on module) enables any device with a browser to communicate with other devices on a secure network to provide a common operational picture (COP) on a shared, interactive map.

This way, the Operations Centre can quickly share information with tablets at the scene (and the other way around) in real-time.

interCOP is the perfect platform to plan and coordinate cross-agency efforts in relation to accidents, public emergencies and disasters.

interCOP supports multiple simultaneous events and each individual device can select to show only one, more or all events.

- Real-time communication and overview
- Coordinate multiple events simultaneously
- Easily indicate and share accident sites, contamination zones, roadblocks, command posts, temporary helicopter landing zones etc.
- Integrated network messaging system ("chatlog")
- See and communicate with vehicles
- Customise symbols, icons, colours etc.
- Browser-based solution works across Windows™, Android™ and iOS™.
- Upload and share files, such as pictures, video or documents directly from the map
- Show/hide events on each individual device

Please contact the sales department on +45 3373 4000 or [info@innovative.dk](mailto:info@innovative.dk) for more information.

## Task Module

Task Module .....	50
App til Android™ .....	52
Automatically assign routes .....	53



# Task Module

The new Task Module enables you to create tasks in Innovative Security Manager™ (interVIEW V3.0). These tasks can then be activated either manually or automatically (via a Calendar) and assigned to Global Units.

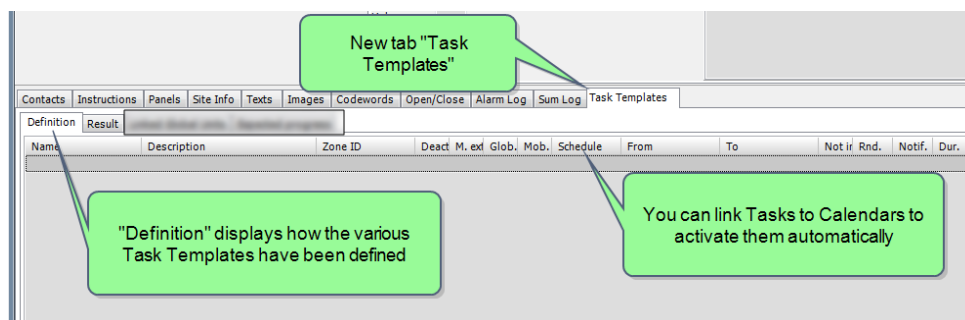
The Task Module is the perfect way of automating and streamlining all kinds of security routines and other activities.

With our new app for Android™, the Operations Centre can assign alarms and tasks to Global Units - both automatically and manually. See "App til Android™" on page52.

If you also use Routes in **the Fleet Module**, you can now automatically activate and assign Routes to Global Units. See "Automatically assign routes" on page53.

## Task Templates

Task Templates constitute "the engine" behind every single Task.



The tab **Task Templates**.

The screenshot shows the 'Result' tab of the 'Task Templates' interface. It displays a table of tasks with columns: Delete, Act. se, Name, Site No., M. ext., Compl., Zone ID, Zone Text, Weekday, Time (scheduled), and Time (cal). A green callout box points to the 'Result' tab and says 'The tab "Result" calculates and displays the coming/future Tasks (instances) based on the linked Calendar'.

Delete	Act. se	Name	Site No.	M. ext.	Compl.	Zone ID	Zone Text	Weekday	Time (scheduled)	Time (cal)
		Patrol - Sector 1	000093	X		X-sector1 - Sec1	Patrol Sec1	Thursday	01-06-2017 20:00:00	01-06-2017
		Patrol - Sector 1	000093	X		X-sector1 - Sec1	Patrol Sec1	Friday	02-06-2017 11:00:00	02-06-2017
		Patrol - Sector 1	000093	X		X-sector1 - Sec1	Patrol Sec1	Friday	02-06-2017 20:00:00	02-06-2017
		Patrol - Sector 1	000093	X		X-sector1 - Sec1	Patrol Sec1	Saturday	03-06-2017 11:00:00	03-06-2017
		Patrol - Sector 1	000093	X		X-sector1 - Sec1	Patrol Sec1	Saturday	03-06-2017 20:00:00	03-06-2017
		Patrol - Sector 1	000093	X		X-sector1 - Sec1	Patrol Sec1	Sunday	04-06-2017 11:00:00	04-06-2017
		Patrol - Sector 1	000093	X		X-sector1 - Sec1	Patrol Sec1	Sunday	04-06-2017 20:00:00	04-06-2017
		Patrol - Sector 1	000093	X		X-sector1 - Sec1	Patrol Sec1	Monday	05-06-2017 11:00:00	05-06-2017
		Patrol - Sector 1	000093	X		X-sector1 - Sec1	Patrol Sec1	Monday	05-06-2017 20:00:00	05-06-2017
		Patrol - Sector 1	000093	X		X-sector1 - Sec1	Patrol Sec1	Tuesday	06-06-2017 11:00:00	06-06-2017
		Patrol - Sector 1	000093	X		X-sector1 - Sec1	Patrol Sec1	Tuesday	06-06-2017 20:00:00	06-06-2017

The tab **Definition** displays the current Task Templates on the Site/Customer.

Task Templates have several properties, which determine how each Task (instance) is created. The three most important properties are:

- **Duration**, which determines for how long a Task is scheduled to last (number of minutes)
- **Notification**, which enables ISM (iV V3.0) to automatically send a notification to the Global Unit a given number of minutes prior to actual Task start. This way, for example, you can set Notification to 10 minutes, which means that the Global Unit will receive a message (the notification) 10 minutes prior to actual Task start. For example, if the Task has been scheduled to begin at 13:30, the Global Unit will receive the Notification about the pending Task no later than at 13:20.
- **Random**, which enables you to include a "random range" (ie random number of minutes) for the start time of each Task (instance). This ensures that the start time of each Task (instance), which is generated by the Task Template, will never be set to start at exactly the same time every time. This way, for example, you can set Random to 30 minutes, which means that the start time for each Task (instance) will vary between the scheduled start time plus anywhere between 0-30 minutes. For example, if the Task has been scheduled to start at 13:30 and Random is set to 30 minutes, then the start time of each Task will be scheduled to begin at a random time between 13:30 and 14:00 (eg 13:32, 13:44, 13:59, 13:30 and 14:00).

**Create Task Template**

Zone ID: X-BuildTech - 2  
 Deactivated: ☐ Global: ☐ Mobile Dev.: ☒  
 Name: Property damage  
 Schedule: From: [ ] To: [ ]  
 Not in period: ☐  
 Inc. Field Grp.: [ ] Add/remove Incident Fields  
 Description: [ ]  
 Random: 0  
 Notification: 0  
 Duration: 01:00  
 Work shift type: [ ]  
 Route: [ ]  
 Description: Property damage  
 Comment: [ ]  
 File ext.: [ ] File name: [ ]  
 Insert external address Remove address [ ] [X] Delete OK Cancel

**Primary information**

You can add additional Incident Fields to the Task Template, say, depending on the task type

You can add a "Random Range", which ensures that the start time varies

"Notification" means that the individual assigned to this task, will receive a message about the pending a given number of minutes prior to task start

You can attach files (eg documents or images) to the Task Template

Crating a Task Template.

## Scheduled Tasks (window)

This window displays all the scheduled Tasks.

Scheduled tasks

☒ Show scheduled tasks
 ☐ Show deleted tasks
 ☐ Show activated tasks

Refresh

From

To

Detail

Act. n

Name (1-59)

Zone Text

Site No.

M. ed

Comp

Zone ID

Weekday

Time (scheduled)

Time (calculated)

Time (effective)

Duration

Random

Notif.

Workshift type

Description

Patrol - Sector 1

Patrol Sect

000093

X

X-sector1 - 1

Thursday

01-06-2017 20:00:00

01-06-2017 20:45:00

01:00

60

0

Patrol - Sector 1

Patrol - Sector 1

Patrol Sect

000093

X

X-sector1 - 1

Thursday

02-06-2017 11:00:00

02-06-2017 11:04:00

01:00

60

0

Patrol - Sector 1

Patrol - Sector 1

Patrol Sect

000093

X

X-sector1 - 1

Thursday

02-06-2017 20:00:00

02-06-2017 20:14:00

01:00

60

0

Patrol - Sector 1

Patrol - Sector 1

Patrol Sect

000093

X

X-sector1 - 1

Thursday

03-06-2017 11:00:00

03-06-2017 11:10:00

01:00

60

0

Patrol - Sector 1

Patrol - Sector 1

Patrol Sect

000093

X

X-sector1 - 1

Thursday

03-06-2017 20:00:00

03-06-2017 20:50:00

01:00

60

0

Patrol - Sector 1

Patrol - Sector 1

Patrol Sect

000093

X

X-sector1 - 1

Thursday

04-06-2017 11:00:00

04-06-2017 11:45:00

01:00

60

0

Patrol - Sector 1

Patrol - Sector 1

Patrol Sect

000093

X

X-sector1 - 1

Thursday

04-06-2017 20:00:00

04-06-2017 20:50:00

01:00

60

0

Patrol - Sector 1

Patrol - Sector 1

Patrol Sect

000093

X

X-sector1 - 1

Thursday

05-06-2017 11:00:00

05-06-2017 11:12:00

01:00

60

0

Patrol - Sector 1

Patrol - Sector 1

Patrol Sect

000093

X

X-sector1 - 1

Thursday

05-06-2017 20:00:00

05-06-2017 20:07:00

01:00

60

0

Patrol - Sector 1

The window "Scheduled Tasks" displays all scheduled/coming/future tasks (instances) and at what time ISM (V V3.0) will activate them.

Scheduled Tasks (window)

## From Scheduled Task to the applicable Queue

Gradually, as every Task is activated, they will appear in the Alarm Queue.

**1 Master Queue**

File Queue Navigate Take Help

Flag Time Al. Tp. P Zone Text Name Street

1	21:13	Alarm 2	Standby 1	RUNWAY 221	0
2					
3					
4					
5					

Gradually, as the start time for each Task approaches, the Tasks will appear in the Alarm Queue. At which point, the operator can begin assigning them.

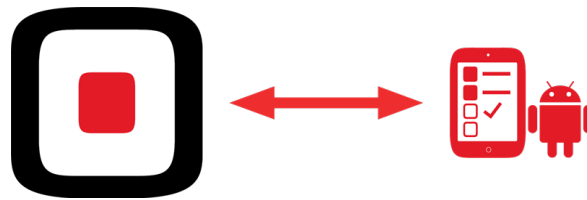
This Alarm Queue contains a Task, which has just been activated.

Please contact the sales department on +45 3373 4000 or [info@innovative.dk](mailto:info@innovative.dk) for more information.



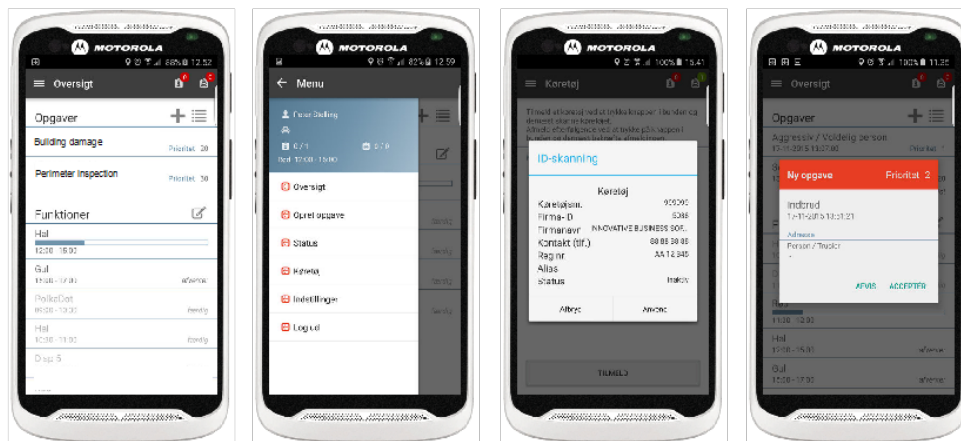
## App til Android™

As optional add-on modules to the Task Module, Innovative offers and app for Android™, which is fully integrated with ISM (iV V3.0).



The app provides a host of new features and benefits, enabling Global Units to (among other things):

- Receive and perform alarms and tasks in the field
- Create tasks "on the go" and attach pictures and documents
- Scan physical devices (eg RFID tags) for validation and/or counting purposes
- and much, much more



Please contact the sales department on +45 3373 4000 or [info@innovative.dk](mailto:info@innovative.dk) for more information.

## Automatically assign routes

If you are using Routes in the Fleet Module, you can use the Task Module to automatically create and activate Routes.

Kontaktpersoner															Instrukser	Paneler	Installationsinfo	Tekster	Billeder	Kodeord	Kalendere	Alarmlog	Sumlog	Opgaveskabeloner
Definition															Resultat	Tilknyttede Globale Enheder	Forventet forløb							
Navn		Beskrivelse (2-5)			Zone ID	Deakt	M. ek	Glob.	Mob.	Kalender	Fra	Til	Ej i p	Tilf.	Forv.	Var.	Vagttype	Rute ID						
Hegnspatrolje Område B		Hegnspatrolje Område B			X-Hegn - 2										360	20	00:20		Hegnsptr A					

Perimeter Patrol "Area B" has been created as a task template

... and linked to the route Perimeter Patrol A

Enheder   Enhedsgruppe   Beskeder (tid)   Beskeder (enhed)   Positioner (enhed)   Aktive ruter									
Aktiv Rute ID	G/E ID	Status	Tid (faktiske afgang)	Tid (seneste ETA)	Tid (afsluttet)	Akt	Ser	Sus	Afs
Hegnsptr A479		1/3	00:00:00	00:00:00	00:00:00	0	0	0	0

When the route is activated, it will automatically appear in the Route tab on the map.





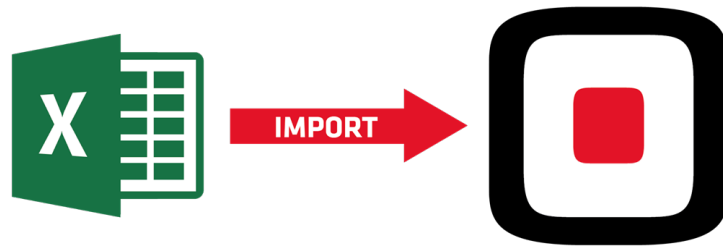


# Workshifts - Importing

Workshifts - Importing .....	56
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## Workshifts - Importing



This add-on module makes it possible to create Workshifts in Innovative Security Manager™ (interVIEW V3.0) by creating them in Microsoft Excel and then import them to ISM.

This way, you can create and control your Work Shifts outside ISM (iV V3.0) and subsequently import these automatically to ISM (iV V3.0).

Please contact the sales department on +45 3373 4000 or [info@innovative.dk](mailto:info@innovative.dk) for more information.

# Reminders

Reminders .....	58
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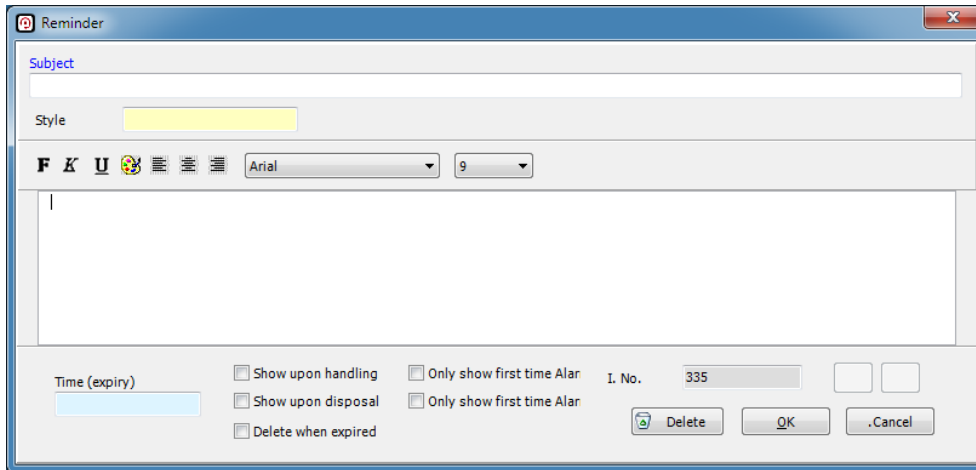


## Reminders

The optional add-on module **Reminders** are messages, which an Operator can create on a Sites/Customers and share with other Operators on the network. The Reminders may, for example, be set to be displayed automatically when an Operator opens or closes a specific Sites/Customers.

Reminders act as the "post-it" notes you use, when writing down a note for a colleague or yourself.

For example, you can create a Reminder, which informs the Operator that craftsmen will be at a given Sites/Customers for the entire month of July. Subsequently, every time the Site/Customer generates an Alarm, this Reminder will be presented to the Operator, who takes the Alarm.



The screenshot shows a 'Reminder' dialog box with the following fields and controls:

- Subject:** A text input field.
- Style:** A yellow highlighter icon.
- Formatting:** A toolbar with icons for bold (B), italic (I), underline (U), text color, background color, bulleted list, numbered list, and indent. It also includes a font family dropdown set to 'Arial' and a font size dropdown set to '9'.
- Text Area:** A large white area for entering the reminder text.
- Time (expiry):** A light blue input field.
- Options:**
  - ☐ Show upon handling
  - ☐ Show upon disposal
  - ☐ Delete when expired
  - ☐ Only show first time Alar
  - ☐ Only show first time Alar
- I. No.:** A text input field containing the value '335'.
- Buttons:** 'Delete' (with a trash icon), 'OK', and 'Cancel'.

Please contact the sales department on +45 3373 4000 or [info@innovative.dk](mailto:info@innovative.dk) for more information.

# Geographic Information System (GIS)

Geographic Information System (GIS) .....	60
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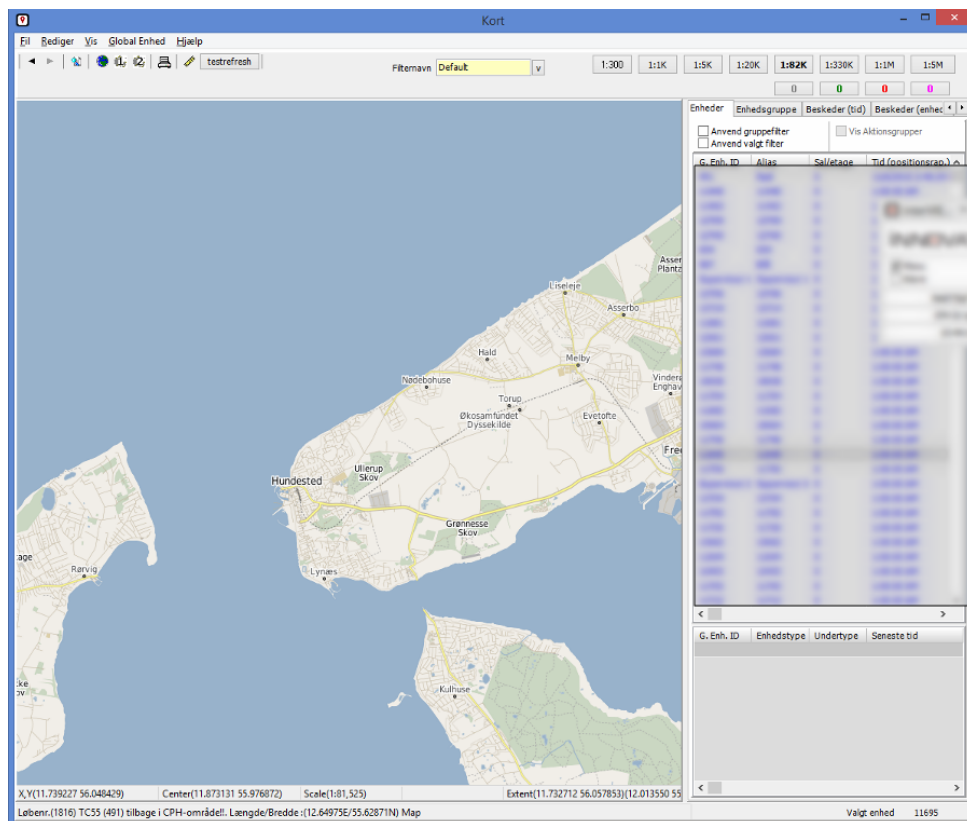


# Geographic Information System (GIS)

Innovative now offers to provide maps as well as address information based on geodata from the "open source" project, **OpenStreetMap**.

This way, Innovative's map and addresses are constantly being updated by users all over the world, ensuring that changes and corrections are quickly implemented.

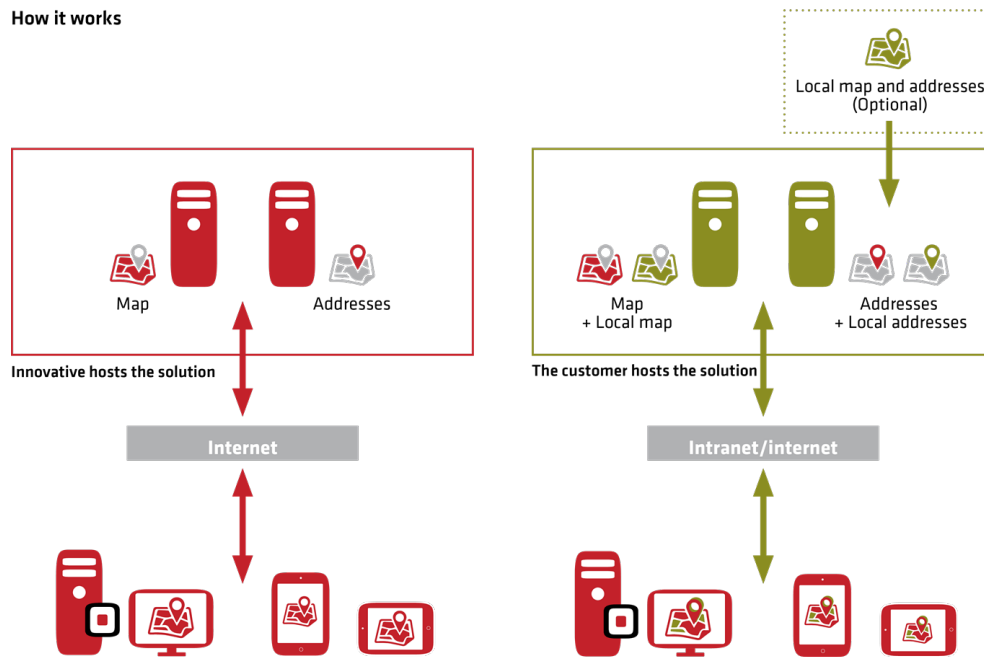
You can also host the solution yourself; enabling you to create, add and enrich your own local data in great detail.



Geographic Information System (GIS) in Innovative Security Manager™ (interVIEW V3.0).

- Based on geodata from OpenStreetMap signified by quick implementation of changes and corrections of their maps and address information.
- The Innovative map and address information service consists of two parts: the visual map in the shape of "tiles" (PNG files) at different zoom levels and searchable address information
- Subscription-based solution ensures that all geodata are always current and updated
- Possible for the customer to host solution at own premises, enabling the customer to add and enrich own map and address information

## How it works



Please contact the sales department on +45 3373 4000 or [info@innovative.dk](mailto:info@innovative.dk) for more information.

## OpenStreetMap

OpenStreetMap (OSM) is a global project, which aims to produce and maintain a freely available map of roads and other transportation corridors, such as railways, waterways, bicycle and walkways) all over the world. This is accomplished using the same principles ("wiki-principle") as the free encyclopedia, Wikipedia, by inviting everyone, who wants to contribute to the project and making sure that everybody has the right to access and use the generated data using an "Open data base license".

For more information, see [www.openstreetmap.org](http://www.openstreetmap.org).





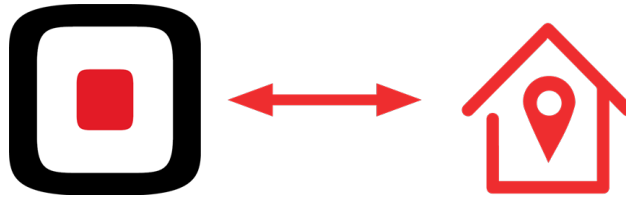


## Indoor Positioning (via Cisco<sup>®</sup> MSE)

Indoor Positioning (via Cisco <sup>®</sup> MSE) .....	64
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## Indoor Positioning (via Cisco® MSE)



Innovative Security Manager™ (interVIEW V3.0) now integrates to Cisco® Mobility Service Engine (MSE), enabling ISM to receive indoor positions based on Wi-Fi. This way, you can display, track and communicate with Global Units indoors - even on different floors/levels. See also "Geofences" on page41.

**Note:** This add-on module requires **the Fleet Module**.

Please contact the sales department on +45 3373 4000 or [info@innovative.dk](mailto:info@innovative.dk) for more information.

### About Cisco® MSE

- Collects key network information for tracking
- Supports real-time location based services and collects contextual information

For more information, see [www.cisco.com](http://www.cisco.com).

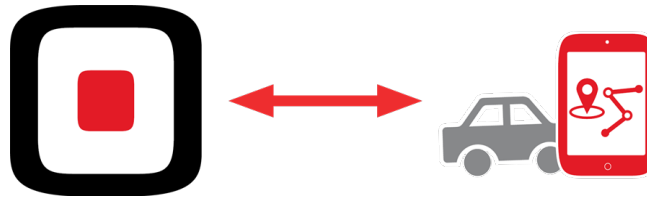
# InterGATE

interGATE .....	66
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# interGATE

The latest version of interGATE (interGATE4) is now a pure app for Apple iOS™.



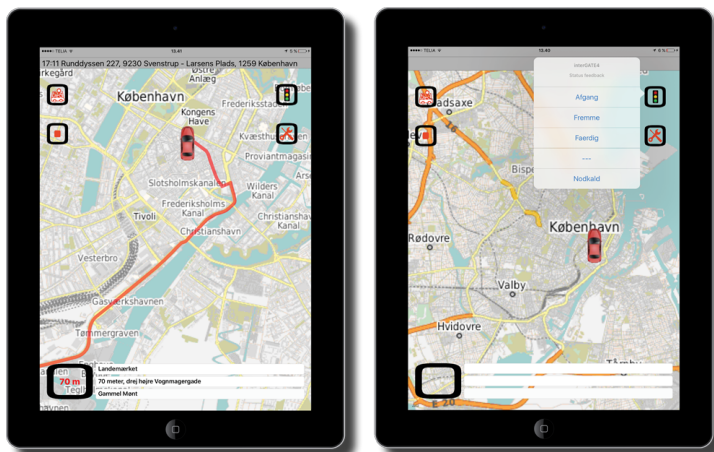
With interGATE4 installed on an iPad (in a vehicle), the Operations Centre can track the vehicle on the map and assign alarms/tasks (as destinations) to the vehicle.

When interGATE4 receives the alarm/task, it automatically calculates the route, displays it on the map, returns an ETA to the operations centre and commences navigation complete with driving directions.

The automatic route calculation takes into consideration any changes along the route as created on the map at the Operations Centre (eg due to roadblocks).

interGATE4 offers the following benefits:

- Receive alarms/tasks (destinations) from ISM (iV V3.0)
- Automatic route calculation and navigation complete with driving directions ("After 300 meters, turn right down Elm Street")
- Route calculations automatically takes into consideration any changes along the route (eg roadblocks)
- Create map layers (eg fire hydrants) and imbed images (eg floor plans) on the map in interGATE4
- Based on the same map source in the Operations Centre as in interGATE4
- Programmable buttons for manually reporting status (eg "Distress" and "Arrived") (option)
- Automatic departure and arrival reports (option)
- Port/relay control (option)
- Supports Mobile Device Management (MDM) (option)
- and much, much more...



interGATE4 is now a pure app for Apple iOS™.

Please contact the sales department on +45 3373 4000 or [info@innovative.dk](mailto:info@innovative.dk) for more information.

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