CARECALLER
SOFTWARE

The Sentry system by CARECALLER uses our powerful software engine to provide the comprehensive communication required for effective security response. It is designed to receive alarms and signals from almost any type of system and integrate them into one command and control center. "The CARECALLER software has virtually unlimited input and output capabilities allowing it to be easily tailored to any use."

INPUT

UNIVERSAL DATA INPUT

The software works with any system that provides standard ASCII output, including addressable fire alarm panels, intrusion alarm systems, HVAC alarms and events, intercoms, telephone systems, and access control systems.

HARDWIRED INPUT

CARECALLER's Data Control Modules can provide up to 7,000 hardwired inputs.

WIRELESS INPUT

The software supports up to 65,000 uniquely coded wireless transmitters and can monitor facilities covering several square miles. Wireless devices use true frequency-hopping spread spectrum transmission technology to provide rock-solid reliability. Compatible transmitters include personal duress pendants, universal input transmitters, door and window transmitters, numeric keypads, motion detectors, glass break detectors, wireless pull switches and smoke detectors. All wireless devices are supervised for operational readiness and low battery conditions.

DIGITAL COMMUNICATOR INPUT

Standard digital communicators can use any dial-up telephone line to transmit alarms from anywhere in the world to the software.

RADIO AND TELEPHONE INPUT

Staff can communicate with the software by entering a number code into their hand-held radios, walkie talkies, or portable telephones. They can use their keypads to perform such functions as acknowledging an alarm by individual ID, controlling gates or other equipment, answering intercom or telephone calls, and calling 911. Any typical security desk audio function can be transferred to hand-held radios and telephones, and for ultra high security, encryption and access may be controlled by radio ID number.

OUTPUT

The software can designate that an alarm go out through any combination of output methods, including radio, telephone, email, pager or fax. This allows users to tailor alarm communication to the existing devices, personnel, and applications.

2-WAY RADIOS

When an alarm comes in, a computer-generated voice announcement can be instantly transmitted to hand-held radios. CARECALLER's patent-pending Radio Interface can designate specific radio groups, so that all transmissions do not go to all radios. For example, security alarms may be broadcast only to security personnel, and HVAC events only to maintenance personnel. Alarms may also be partitioned by location and areas of assignment, and are even available in multiple languages.

TELEPHONES

The software can output to portable or fixed telephones by displaying a description of the alarm in the caller ID window of the telephone. A staff person can then answer the call, hear the computer voice description of the alarm, and use the telephone keypad to acknowledge it with their personal ID number. Staff members may also call the computer to access functions such as turning on lights or requesting a status report. Status reports are delivered via the computer's voice module. For enhanced security, the computer may be accessed from anywhere in the world via passwords or specified codes.

EMAIL

To keep managers and supervisors apprised of day-today events, the software can be programmed to send them email alarm messages, including failure to restore a device and equipment supervisory alerts.

PAGERS

The system can transmit messages to on-site pagers or world-wide, to telephone dial-up subscription pagers. Pagers can be either numbers only or may receive user defined text messages.

FAX

Users can also set up the criteria to have the software fax events or messages to locations worldwide.

UNIVERSAL DATA OUTPUT

Send any alarm data or control commands via serial RS232 output to any other system or equipment that speaks ASCII.

HARDWIRED RELAY OUTPUT

CARECALLER's Data Control Module hardwire panels support up to 4,000 SPDT relay outputs. Relay outputs can be programmed from 1 to 9,999 seconds (about 2 hours and 45 minutes), latching or following. The system can be activated by time schedule, by another alarm, or by entering a code number at a hand-held radio, telephone, or wireless keypad.

WIRELESS RELAY OUTPUT

Users can transmit any of 65,000 available wireless codes to stand-alone wireless receivers to provide latching, following or momentary SPDT relay outputs. Uses are endless: door locks, gate operators, pumps, motors, lighting, and other functions may be controlled without installing an inch of connecting wire. Users can specify methods of activation, including by time schedule, by other alarms, or by entering a code number into a hand-held radio, telephone or wireless keypad.

OUTPUT AT THE COMPUTER

To ensure that messages are not momentarily lost in the drone of typical command-center noise, the computer announces all alarms in a clear, computer-generated voice. At the same time, alarm data is posted to the computer screen and can be color-coded by alarm type to aid recognition; for instance, fire alarm data may be red and intrusion alarms blue.

DIGITAL COMMUNICATOR

CARECALLER's computer-controlled digital communicator can use dial-up telephone lines to transfer alarms to any digital receiver. This feature can be used by facilities that are not staffed 24 hours a day to post alarms to a central monitoring station after hours and on weekends.

VARIOUS INPUT AND SENSOR DEVICES

GRAPHIC DISPLAY

The computer video monitor displays graphic maps and floor plans to indicate alarm locations. An icon on the map clearly marks the alarm. After the alarm is resolved, the icon may be removed manually, by a timer, by another event, or by restoral of the event. In addition to video display, large custom printed maps with LED indicator lights may also be part of the overall alarm annunciation strategy. To further alert staff, scrolling LED displays can be positioned in strategic locations and controlled by wireless signal.

FEATURES

PERSONAL TRACKING

Users can track and find important staff persons with a small wireless pendant transmitter.

ASSET TRACKING AND CONTAINMENT

Wireless transmitters can be attached to important assets, sounding an alarm if they are removed from their defined areas. The wireless system can alarm an area up to several square miles.

GUARD TOUR

To provide an increased level of security, the software offers real-time guard tour monitoring. To offer immediate response if a guard is disabled, the system monitors guard stations for activity, generating an alarm if a station has not been visited within a specified time window. Guards can also wirelessly input incidents at each station.

ACKNOWLEDGEMENT OF ALARMS BY PERSONAL ID

The software makes every staff person accountable, allowing them to enter their unique acknowledge ID number at the computer or by hand held radio, portable telephone, wireless keypad or wireless pendant.

PERSONAL SECURITY

An unlimited number of passwords allow users to customize access to system and software functions.

SCHEDULER

Users can also define time schedules for bypassing alarms, activating relays, or other outputs. This allows operators to disable a door alarm during the day but report its opening at night, or put anything, including lights and locks, on a time schedule. A holiday override is also included in the program.

REPORTS

A robust report generator filters all alarm information fields up to four levels deep and sorts three levels deep. Report formats can easily be saved and re-used.

ACKNOWLEDGE GROUPS

Users can assign staff to specific acknowledge groups, limiting them to alarms only in their assigned areas. For example, a staff person assigned to floor 3 would only be able to acknowledge alarms from that floor, leaving other alarms that are not assigned to them in the acknowledge cue.

ARMING GROUPS

The ability to group alarm devices together produces an unlimited number of independent alarm systems. This is especially necessary at large facilities where buildings may cover many acres, because it enables users to treat all the alarms in a specific area as a single unit. For instance, all the alarms in a particular building, including motion sensors, door contacts, etc., can be in the same arming group, so that one key command turns all of them on or off. These groups can also be set to arm and disarm on a time schedule.

MOMENTARY DISABLE

Users can pre-define an amount of time to disable and rearm any alarm. For instance, they can use a wireless or hardwired keypad to override a door alarm and allow ingress and egress.

REDUNDANT COMPUTERS

A second computer may also be installed to run on a standby basis and assume full operation if the main computer fails.

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ACKNOWLEDGE AND RESTORAL SUPERVISION

A tardy acknowledge or tardy restoral alarm occurs if staff do not respond to or reset an alarm within a specific time period. These types of alarms can also be programmed to activate a dialer, email, pager, or fax to alert supervisors.

LOGIN COMMANDS

To allow for ultimate flexibility and to accommodate exact user requirements, Boolean logic commands can be used to create IF, THEN, ELSE, AND, OR scenarios and apply them to any combination of monitoring devices and time schedules. For example, door "A" must already be open for door "B" to generate an alarm when opened. This might be true from 8 AM to 5 PM, but at any other time the doors can generate alarms independently.

LAST ALARM AUTO DIAL (LAAD)

A command from a hand-held radio or telephone can alert the computer to locate and dial the number of a location originating an alarm, allowing the radio or telephone user to offer assistance and follow up immediately on the situation.

EVENT INFORMATION

An information window may be programmed to display specific instructions, such as who to call if a lower level sump pump is activated. It also provides a place for staff to enter notes on action taken or particular circumstances, compiling more information for the historical archive of the event.

EQUIPMENT CONTROL

The software is the ultimate control machine. Its infinite flexibility lets users turn lights on or off, open parking gates, release door locks, pumps or fans, activate the lawn sprinkler and even turn on the coffee pot. It also provides options on how to trigger the activities: via time schedule, designated alarm, or even manually through a computer, hand-held radio or telephone.

MOMENTARY DELAY

Users can also program an alarm to delay activation for a specified period of time. For example, to allow free use of a door without propping it open, the alarm can be set to sound if the door is not closed in 5 seconds.

ACTIVITY MONITORING

The software can oversee scheduled activities and generate an alarm if they do not occur on time. For example, if the backup generator is to be exercised every Friday at noon and it does not happen by 12:15 PM, or if the exercise does not stop on time, the system triggers an alarm.