

Monitoring station

STAM-2 / STAM-2 PRO

Firmware version 2.4

EN



stam2_f_en 05/25

STAM-2 BS

Program STAM-2
(licencja na 3 stanowiska),
sprzętowy klucz zabezpieczający

STAM-2 software
(3 workstations license),
protection dongle

STAM-2 BE

Zestaw: Karta STAM-1 PE,
Program STAM-2
(licencja na 3 stanowiska),
sprzętowy klucz zabezpieczający

Hardware bundle: STAM-1 PE
receiver card, STAM-2 software
(3 workstations license),
protection dongle

STAM-2 BT

Zestaw: Karta STAM-1 P,
Program STAM-2
(licencja na 3 stanowiska),
sprzętowy klucz zabezpieczający

Hardware bundle: STAM-1 P
receiver card, STAM-2 software
(3 workstations license),
protection dongle

The hardware key number,
required to register this software with the Manufacturer:

**Minimum hardware requirements for the
monitoring station server:**

- operating system: Microsoft Windows XP or higher
- free PCI slot
- free serial COM port (for connecting cards)
- free USB port (for hardware key)

**Minimum hardware requirements for the
monitoring station client:**

- operating system: Microsoft Windows XP or higher

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Signs in this manual

Caution – information on the safety of users, devices, etc.



Note – suggestion or additional information.

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The STAM-2 is an advanced solution offered to companies that monitor signals from various systems. It is available in two variants: basic – STAM-2 BASIC, and extended – STAM-2 PRO. This manual covers both variants of the program.

Depending on the program version, the monitoring station may include software and receivers installed on the computer or the software alone.



In case of the STAM-2 SIA license, receivers are not required (STAM-1 P and STAM-1 PE cards). The license provides support for up to 256 SIA-IP reporting transmitters.

The software enables management of the signals received by modules. It is possible to receive transmissions sent through telephone line, Ethernet (TCP/IP) or cellular network (SMS and CLIP). The STAM-2 Server and STAM-2 Client programs work in the WINDOWS environment as client-server applications. They enable incoming events to be handled by several operators on several workstations.

Depending on the program version, the STAM-2 Client program can be installed on 3 computers (STAM-2 BASIC version) or on 10 computers (STAM-2 PRO version).



Some features in the STAM-2 PRO program are only available, when the ETHM-1 Plus / ETHM-1 module is connected to the alarm control panel.

1. Monitoring station features

Monitoring

- Automatic recognition of one of the following transmission formats:
 - Silent Knight, Ademco slow (10 BPS),
 - SESCOA, Franklin, DCI, Vertex (20 BPS),
 - Silent Knight fast,
 - Radionics 1400 Hz,
 - Radionics 2300 Hz,
 - Radionics with parity 1400 Hz,
 - Radionics with parity 2300 Hz,
 - Ademco Express,
 - Silent Knight, Ademco slow - extended,
 - SESCOA, Franklin, DCI, Vertex - extended,
 - Silent Knight fast - extended,
 - Radionics 1400 Hz - extended,
 - Radionics 2300 Hz - extended,
 - Contact ID (CID),
 - SIA (telephone cards version 3.00 and higher; Ethernet cards version 3.01 and higher).
- Receiving transmissions sent via telephone line, Ethernet or cellular network (SMS, CLIP).

Messaging

- Notification of situations which require intervention:
 - alarm,
 - trouble (including lack of test transmission or transmission at wrong time),

- incorrect arm status of the site (armed / disarmed when it shouldn't be).
- Notification of the supervised sites status:
 - alarm reporting systems,
 - trouble reporting systems – possible verification of troubles occurring in the system,
 - armed systems – in case of bigger sites: a list of armed partitions,
 - status of communication with the systems.
- Any number of telephone numbers and e-mail addresses for notification.
- Forms of notifications:
 - icons in the main menu of the STAM-2 Client program,
 - status boards,
 - SMS messages,
 - e-mails.

Receivers

- STAM-1 telephone and Ethernet receiver cards:
 - easy-to-install cards,
 - capability to add more cards.
- SATEL's GSM/LTE communication modules.
- VISONIC RC-4000, VIRGO, MESSER and Sur-Gard (MLR2) radio receivers.
- Modems.

Communication

- Encrypted communication between the STAM-2 Server and STAM-2 Client programs.

Configuration

- User-friendly STAM-2 software, working in WINDOWS environment.

Users

- 3 user types – according to status: Supervisor, Installer, Operator.
- Capability to define the program user rights.
- Simplified work of the monitoring station program operator:
 - selection of intervention requiring events,
 - list of program user required actions,
 - storing program user reactions in memory,
 - reminder of unhandled events.
- Saving major operations of the system users into event log.
- Internal communication between users based on a system of notes:
 - information exchange between users,
 - defined validity period,
 - automatic display option.

Events handling

- Capability to handle incoming events by several operators on a number of workstations.

- Option of smart distribution of events between the workstations.
- Option to display event handling window at all workstations simultaneously.
- Capability to handle events repeatedly.
- Control of the number of events received from the sites.
- Extended event handling menu.
- Extended event filtering.
- Capability to manage event filters.
- Capability to define actions that the operator can perform while handling events.
- Capability to add comments to the actions.
- Capability of fast event handling.
- Capability to archive events, also to an external file, with the option to permanently delete events from database.

Control

- Remote control of the site status using the virtual keypad [only STAM-2 PRO].
- Capability to specify the telephone numbers for SMS control.

Subscribers

- Capability to handle any number of subscribers:
 - in the simple mode (no control of communication with the subscriber),
 - in the extended mode (with control of communication with the subscriber).
- Detailed subscribers' data:
 - up to a dozen or so identifiers of different types,
 - any number of plans (JPG, JPEG or PNG files),
 - decode tables (each code meaning and event description),
 - priority differentiation – order of reporting events which require intervention when events are incoming simultaneously from many subscribers,
 - patterns of action in case of events which require intervention in partition – up to 5 items.
- Capability to restore deleted subscribers.
- Capability to send SMS or e-mail notifications.
- Capability to assign shortcuts to camera footage, programs, applications, etc.
- Capability to assign subscriber accounts and their operator to regions defined in the system.

Work in conjunction with INTEGRA / INTEGRA Plus control panels

- Messaging via cellular network.
- Remote administration of the alarm system using the GUARDX program [only STAM-2 PRO].

Event log

- Events stored in the database.
- Number of events depends on the storage space of the disk where the STAM-2 Server program is installed.

Additional features

- Backup copy made automatically at a set time.
- Capability to create an auxiliary database.
- Monitoring station data stored in an encrypted database file.
- Capability to use the STAM-VIEW interface.
- Status diagnostics of database, default partitions, regions, events and card usage.
- Capability to view the image sequences sent by the Viver module or the Smart HUB series controllers.
- Detecting telephone line defect (telephone receiver cards), no network cable or communication with Ethernet module (Ethernet receiver cards).
- Capability to create detailed site plans [only STAM-2 PRO].
- Capability to use a map for presentation of the site status [only STAM-2 PRO].
- Printing documentation regarding subscribers, reports for subscribers, reports on program users and station system in PDF format.
- Capability to archive reports.
- Selection of language version for STAM-2 Server and STAM-2 Client program.

Firmware update

- STAM-2 Server and STAM-2 Client programs updated locally.
- No need to remove the installed cards in order to update their firmware.

2. Receivers

Examples of receivers:

- STAM-1 cards:
 - telephone (STAM-1 P / STAM-1 R / STAM-1 K),
 - Ethernet (STAM-1 PE / STAM-1 RE),
- SATEL's GSM/LTE modules (GSM-X / GSM-X LTE / GSM-5 / GSM-4 / GSM LT-2 / GSM LT-1),
- radio receivers (VISONIC RC-4000 / VIRGO / MESSER / Sur-Gard (MLR2)),
- modems.

You can install a total of 19 receivers in the monitoring station. The base STAM-1 card must be one of them. In case of the STAM-2 SIA license, receivers are not required.

The data receivers are used to organize a supervision center that monitors the status of alarm systems.

2.1 STAM-1 cards

The card is a complete receiver of data sent by the control panels.

SATEL offers the following cards:

- | | |
|------------------|--|
| STAM-1 P | – base telephone receiver card (available also in STAM-2 BT bundle) , |
| STAM-1 R | – expansion telephone receiver card, |
| STAM-1 K | – expansion telephone termination receiver card for connecting mimic boards, |
| STAM-1 PE | – base Ethernet receiver card (available also in STAM-2 BE bundle), |
| STAM-1 RE | – expansion Ethernet receiver card. |

The card selection depends on what method of data transmission is used. The cards can be connected with each other, which enables the monitoring station to support different transmission methods and increase the number of supported telephone lines / IP addresses. The STAM-2 monitoring station may comprise up to 16 interconnected cards (base receiver card and expansion receiver cards of various types) with addresses from 0 to 15.

2.1.1 Telephone receiver cards

To each telephone receiver card you can connect one telephone line. By doing so, you assign one telephone number to the monitoring station.

To the STAM-1 K card you can connect the STAM-1 PTSA mimic boards. They visualize the status of the monitored sites by means of LED indicators. One mimic board indicates the status of 64 sites. If you want to increase the number of monitored sites, you must connect additional mimic boards. You can use a total of 63 mimic boards. This means you can receive status information of 4032 sites.

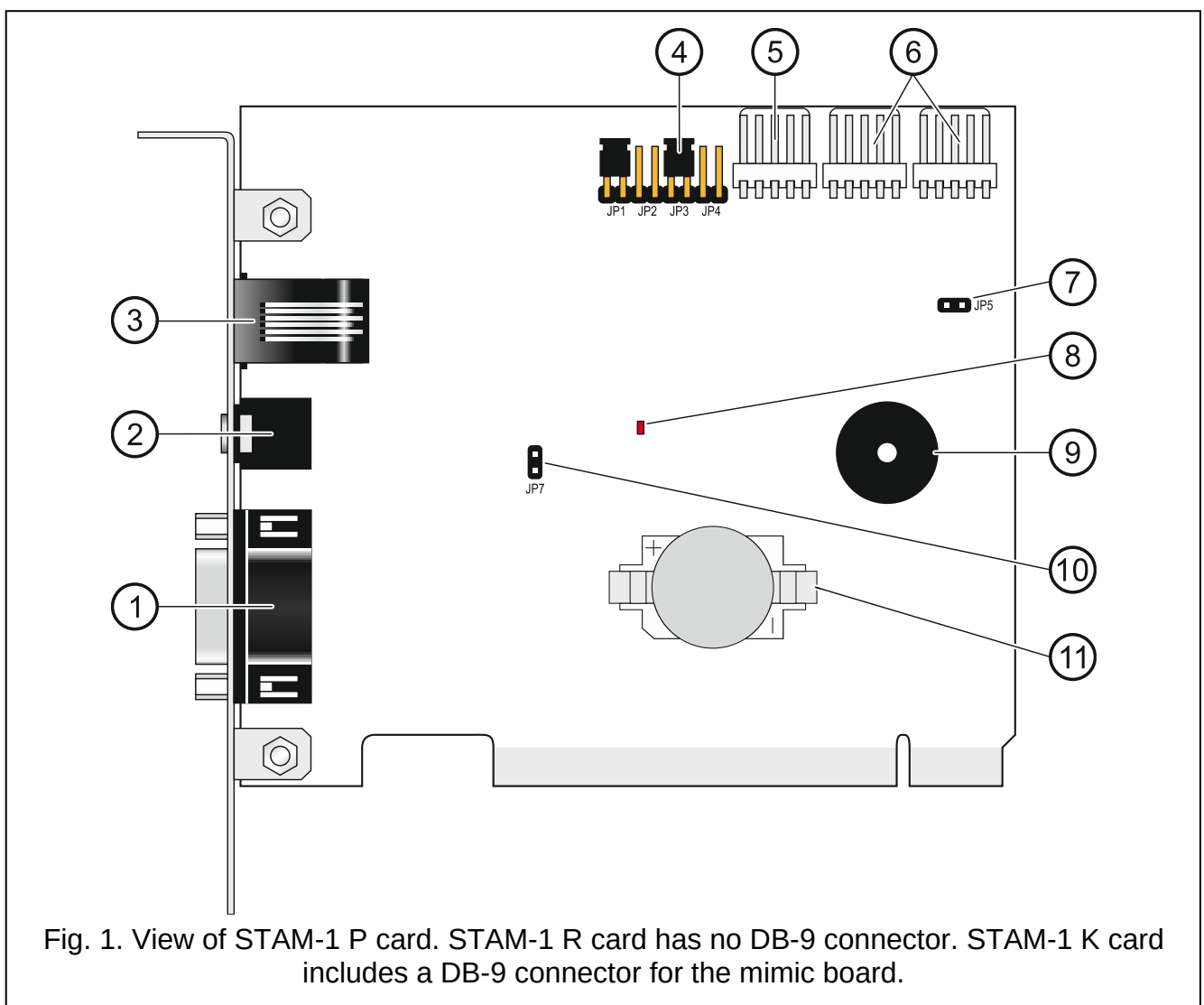


Fig. 1. View of STAM-1 P card. STAM-1 R card has no DB-9 connector. STAM-1 K card includes a DB-9 connector for the mimic board.

Explanations for Fig. 1:

- ① DB-9 socket (RS-232 port) to connect the card to the computer COM port.
- ② mini-jack socket to connect a high-resistance loudspeaker or headset in order to listen in on the telephone line / make it possible to listen in on the telephone line.
- ③ RJ-11 socket to connect telephone line.

- ④ card address setting pins (see: Addressing cards).
 - ⑤ connector to connect additional control signaling.
 - ⑥ connectors to connect expansion receiver cards (RS-232 port and sound for telephone receiver cards).
 - ⑦ JP5 pins to restore the factory settings (see: Resetting the telephone receiver card to factory settings).
 - ⑧ LED indicator:
 - flashing – card working properly,
 - ON – phone is off-hook.
 - ⑨ sounder.
 - ⑩ JP7 pins to enable / disable listening-in on the telephone line.
- i** | *Set a jumper across the JP7 pins only if the card is to be used to listen in on the telephone line. Only one jumper can be set on one card in the whole set of cards. The headset socket will be active on this card only.*
- ⑪ lithium battery (CR2032 3 V) to provide backup to the clock.

2.1.1.1 Resetting the telephone receiver card to factory settings

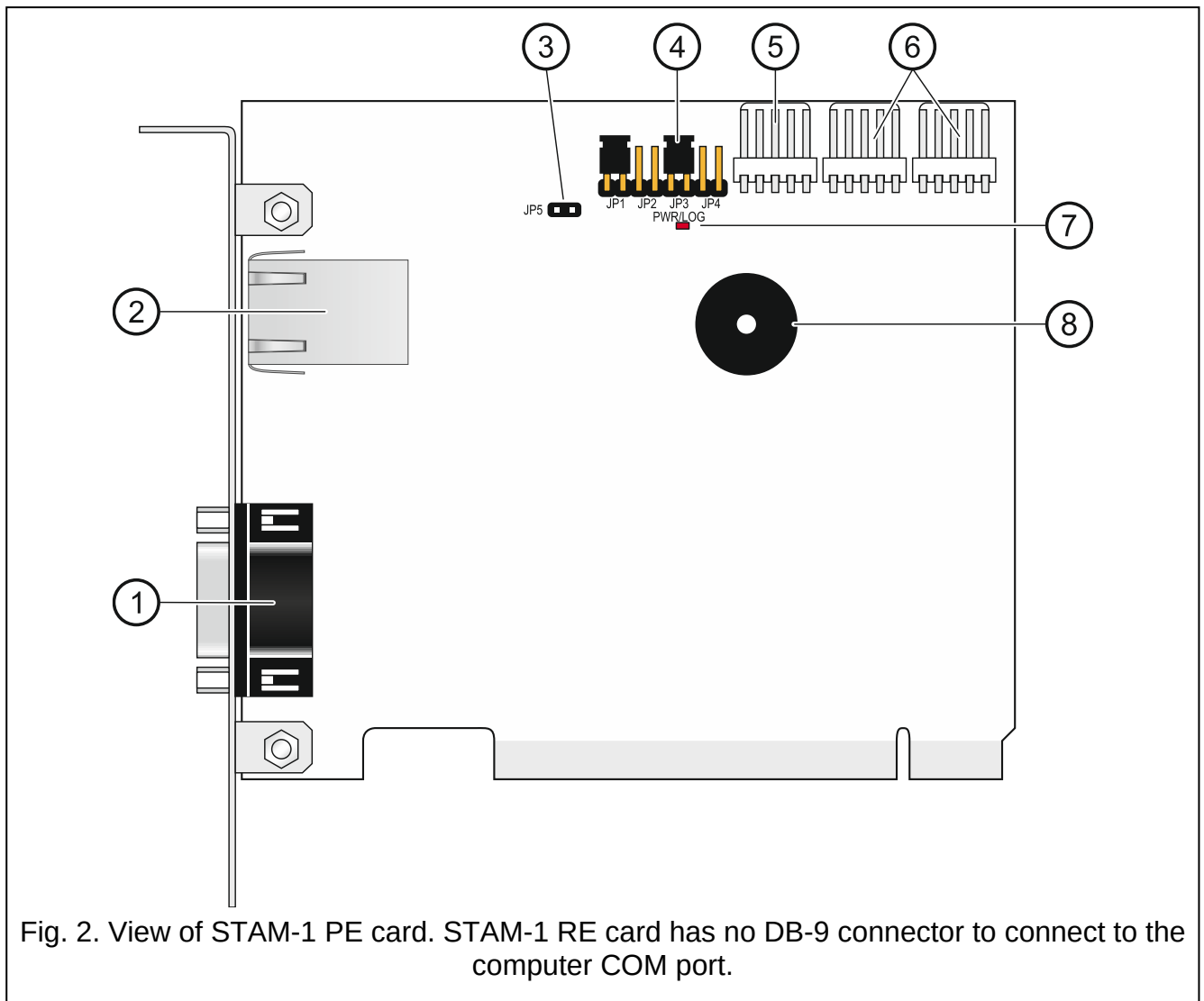
1. Power off the card.
2. Set a jumper across the JP5 pins.
3. Power on the card. The card's factory settings will be restored and the event log will be cleared.
4. Power off the card.
5. Remove the jumper.
6. Power on the card.

2.1.2 Ethernet receiver cards

With each Ethernet card you can assign one IP address to the monitoring station.

Explanations for Fig. 2:

- ① DB-9 socket (RS-232 port) to connect the card to the computer COM port.
- ② RJ-45 socket to connect the Ethernet network.
- ③ JP5 pins to restore the factory settings (see: Resetting the Ethernet receiver card to factory settings).
- ④ card address setting pins (see: Addressing cards).
- ⑤ connector to connect additional control signaling.
- ⑥ connectors to connect expansion receiver cards (RS-232 port and sound for telephone receiver cards).
- ⑦ LED indicator:
 - ON – card working properly,
 - flashing – restoring the factory settings has started.
- ⑧ sounder.



2.1.2.1 Resetting the Ethernet receiver card to factory settings

1. Power off the card.
2. Set a jumper across the JP5 pins.
3. Power on the card.
4. When the LED starts flashing every 2.5 seconds, remove the jumper. The card's factory setting will be restored and the event log will be cleared.

2.2 GSM/LTE modules

The STAM-2 program, version 2.3 or newer, can handle events received by the GSM/LTE module only when:

- GSM/LTE module firmware is up to date (check for updates at www.satel.pl),
- in the GSM LT-1, GSM LT-2, GSM-4 and GSM-5 modules, the "Fax/modem" option is enabled and the data transfer rate of the RS-232 port is set to 19 200 bps,
- in the GSM-X / GSM-X LTE module, the „INTEGRA / STAM-2 / Data Forwarding" option is enabled and the "AT commands" option is disabled.

Each GSM/LTE module provides 1 telephone number to which events can be sent (SMS / CLIP).

2.3 Other receivers

For details on how to set the receivers and modems, refer to the manuals of those devices.

3. Addressing receivers

An address must be set for or assigned to each receiver. Each address must be different. The addresses from 0 to 15 are for receivers of any type. The additional Ex1, Ex2 and Ex3 addresses are only for the GSM/LTE modules, radio receivers and modems.

3.1 Addressing cards

To set an address, set jumpers across the JP1 – JP4 pins on the card's board (see: Fig. 1 and 2). The pins have numbers assigned to them. When the jumper is removed, the number is 0. The numbers assigned to the pins when the jumper is on are presented in table 1. The sum of these numbers is the address.



Each card address must be different.

Pins	JP1	JP2	JP3	JP4
Numerical value (after setting the jumper)	1	2	4	8

Table 1.

3.2 Addressing other receivers

The GSM/LTE modules, radio receivers and modems must have addresses assigned to them.

1. Open the "Configuration" window.
2. In the "Cards" tab, set the device address by selecting any available address.
3. Select the COM port to which the device is connected.
4. Select the device type.
5. Click the "Apply" button.

4. Installing receivers

4.1 Installing STAM-1 receiver cards



Prior to installation of a card in the computer, disconnect the computer from the source of power supply.

The STAM-1 PE (Ethernet receiver base card) and STAM-1 RE (Ethernet receiver expansion card) are dedicated devices designed for work in the local computer networks (LAN). They cannot be connected directly to the public computer networks (MAN, WAN). Connection to the public networks should be effected via a router or xDSL modem.

You can install the telephone / Ethernet receiver card on board of any PC computer in the PCI slot. The card is only supplied from the computer with +12 V and the RESET signal.

The card works also when it is disconnected from the computer. In this case, a +12...15 V power must be provided to the card. The RESET signal is not required then.

4.1.1 Installing a base card

1. Set the card address (see: Addressing cards).
2. Open the computer case.
3. Install the card in PCI slot.
4. Close the computer case.
5. Using the cable included in the bundle, connect the card DB-9 connector to the computer serial COM port.
6. Connect the telephone line (STAM-1 P card) or network cable (STAM-1 PE card) to the card socket.

4.1.2 Installing an expansion card

1. Set the card address (see: Addressing cards).
2. Open the computer case.
3. Install the card in PCI slot.
4. Using the cable delivered with the expansion card, connect the card to the base receiver card or another expansion card.
5. Close the computer case.
6. Connect the telephone line (STAM-1 R and STAM-1 K cards) or network cable (STAM-1 RE card), or, optionally, the mimic board (STAM-1 K card) to the extension card.



If you want to install the card outside the computer, skip the steps for installing the card in the computer PCI slot.

4.2 Installing other receivers

For details on how to install the GSM/LTE modules, radio receivers and modems, refer to the manuals of those devices.

5. STAM-2 program installation

To install the program that supports the STAM-2 monitoring station, you will need the installation files for the STAM-2 Server and STAM-2 Client programs and the hardware key.

5.1 Installation of STAM-2 Server program

Download the STAM-2 Server program from www.satel.pl

Required program version: 2.4.



Install the program on a computer with the STAM-1 P or STAM-1 PE card connected (with the exception of the STAM-2 SIA license).

Run the installation file as administrator.

Before you start the installation, prepare the hardware key. You will need it to install the program correctly.

After the installation is completed, go to the properties of the STAM-2 Server's desktop shortcut, then go to the "Compatibility" tab and make sure the "Run this program as an administrator" option is enabled.

1. Run the STAM-2 Server installation file and follow the instructions.
2. Insert the key into the computer USB port when appropriate instructions are displayed.
3. Read and accept the terms of the license agreement.

4. Click “Next” or indicate the folder in which the program is to be installed.
5. You will be asked if you want to import the STAM-1 database:
 - if you want to import the STAM-1 database, check the “I have STAM-1 installed and want to import data from it” option (Fig. **Błąd! Nie można odnaleźć źródła odwołania.**) and click “Next”,
 - if you do not want to import the STAM-1 database, click “Next”.



Remember that the STAM-1 monitoring station database can only be imported during the STAM-2 Server program installation.

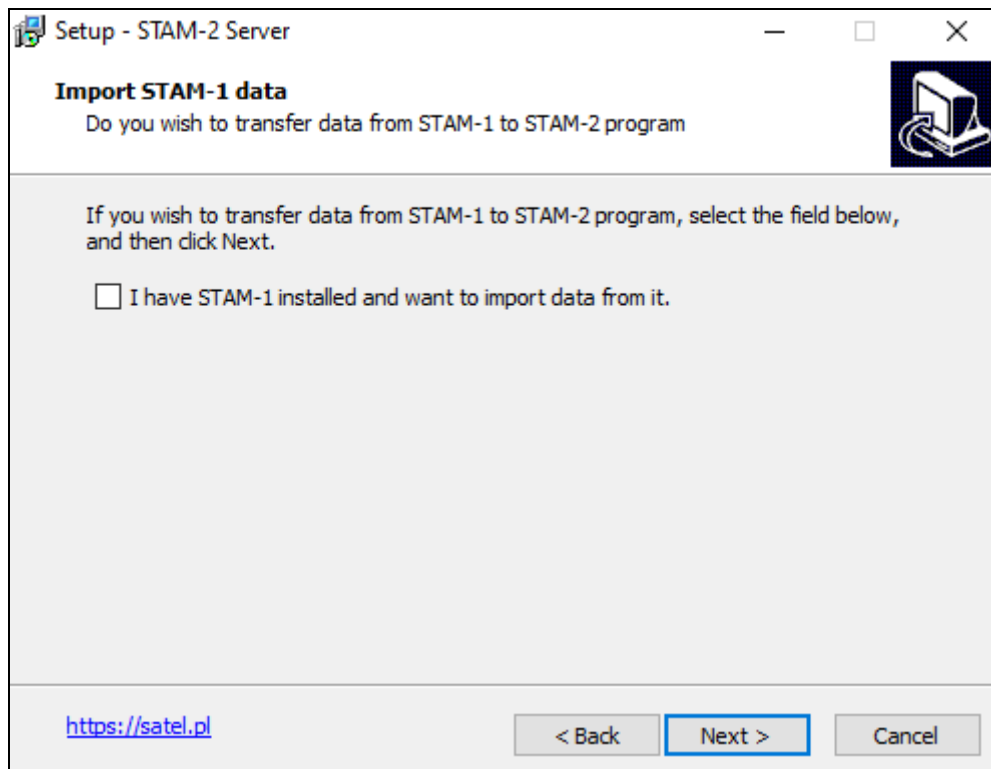


Fig. 3. Importing STAM-1 program data.

6. Follow the instructions.
7. You will be asked if you want to register the program:
 - if you select “I wish to register now through the webpage”, you will be redirected to a webpage (see: **Błąd! Nie można odnaleźć źródła odwołania.**),
 - if you select “I will register later”, register the program within the specified time limit (see: **Błąd! Nie można odnaleźć źródła odwołania.**).
8. The program installation will be completed.

5.1.1 Hardware key

To install the STAM-2 Server program you will need the hardware key. Remember that it must remain in the USB port after the program is installed. If the key is removed for more than 30 minutes, it will be unregistered. The program’s functionality will also be limited. You will not be able to edit the subscribers and user accounts, make reports and configure the settings of the computer on which the STAM-2 Server program is installed. The program will stop working 2 weeks after the key is unregistered.



Contact the SATEL technical team if the hardware key is:

- damaged,
- lost,
- stolen.

You may be charged for the cost of the new key.

5.2 Installation of STAM-2 Client program

Download the STAM-2 Client program from www.satel.pl

Required program version: 2.4.



You can install the program on the same computer as the STAM-2 Server program.

Run the installation file as administrator.

Depending on the license you have, you can install the STAM-2 Client program on 3 or 10 workstations.

After the installation is completed, go to the properties of the STAM-2 Client's desktop shortcut, then go to the "Compatibility" tab and make sure the "Run this program as an administrator" option is enabled.

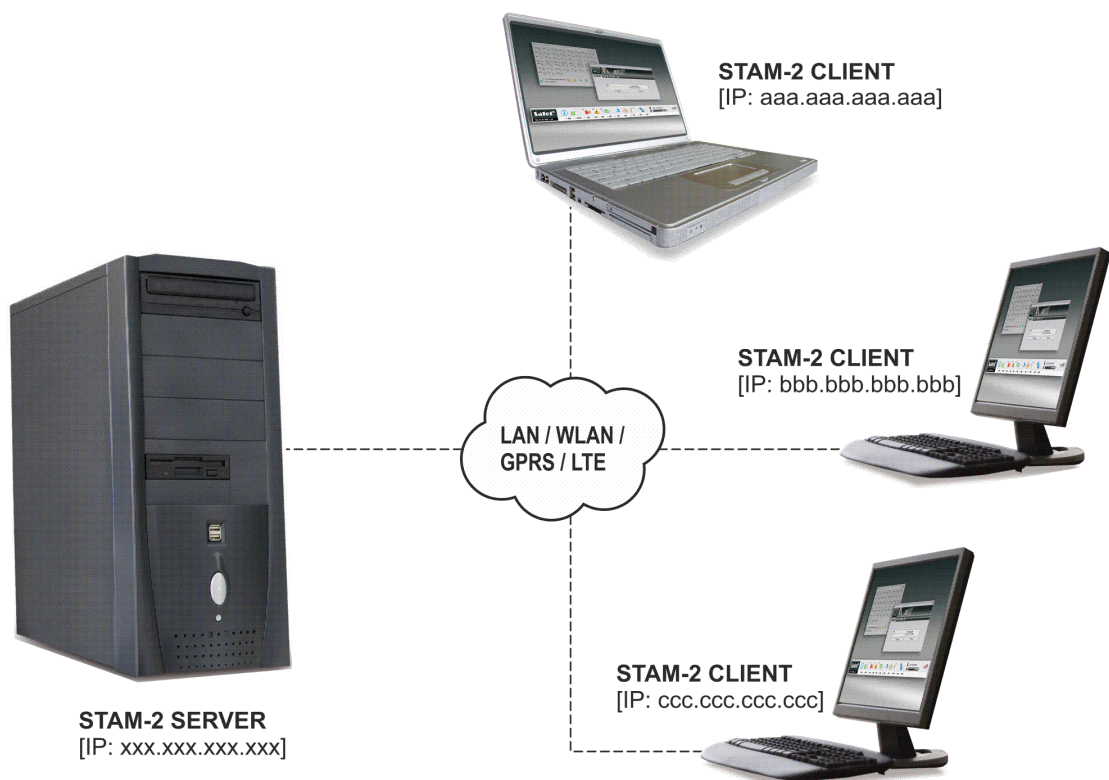


Fig.4. Example of configuration of the STAM-2 monitoring station.

1. Run the STAM-2 Client installation program and follow the instructions.
2. Read and accept the terms of the license agreement.
3. Click „Next” or indicate the folder in which the program is to be installed.
4. Follow the instructions until the installation is completed.



Version 8 of the Java environment is required to run the STAM-2 Client program. Download the correct version of the Java Virtual Machine from the web and install it on the computer.

6. Registration of the STAM-2 monitoring station

Register the STAM-2 monitoring station within 31 days since the installation of the STAM-2 Server program. After this time, the program will stop working. Register the monitoring station in the SATEL license management service. You can do it during the STAM-2 Server program installation. You will then be automatically redirected to the registration page. If you prefer to register at a later date, save the following address in your web browser: **www.stam2.satel.pl**

1. Fill in the required fields in the registration form and click “Register”.
2. The confirmation of registration and the summary of data entered in the form will be displayed.
3. You will receive an additional confirmation and a link to the license file via e-mail. The message will be sent to the address you entered in the form.
4. Open the message and click “Download the license file”.
5. Unpack and run the file on the computer with the STAM-2 Server program installed.
6. Follow the instructions.

7. Using the STAM-2 program



The STAM-2 Server program is started automatically after logging in to the operating system.

If the STAM-2 Server program fails to find the STAM-1 P or STAM-1 PE card within several minutes since startup, the program will shut down.

The STAM-2 Client program is used to operate and configure the STAM-2 monitoring station.

7.1 Login window

The login window will be displayed after the STAM-2 Client is started (Fig. 5).

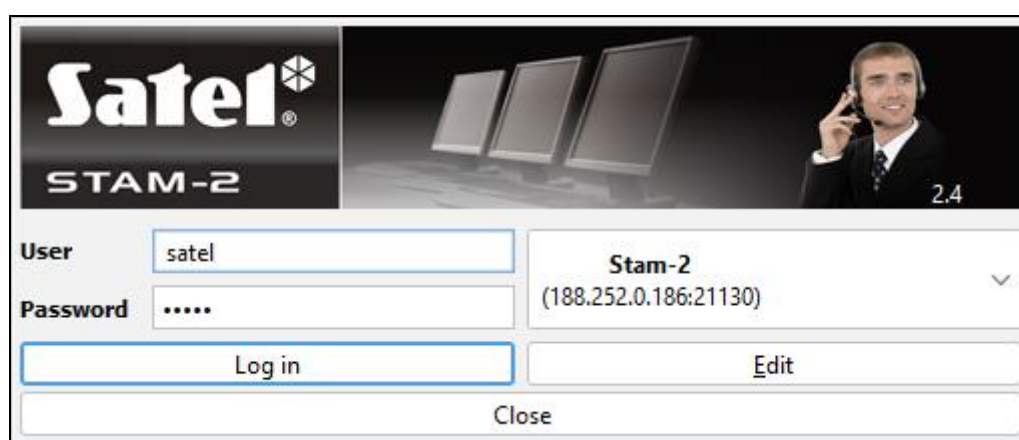


Fig. 5. The login window after the start of STAM-2 Client.

User – username.

Password – user password.

Log in – click to log in.

[server] – name and address of the server (i.e. the computer on which the STAM-2 Server program is installed).

Edit – click to open the “Servers” window.

Close – click to close the login window.



If you log into the program using the username and password of the user who is currently logged in, this user will be automatically logged out of the program.

7.1.1 First-time start of the STAM-2 Client program

When the program is started for the first time, use the default settings to log in:

- user: satel
- password: satel



Change the default password as soon as possible.

If the STAM-2 Client program is installed on the same computer as the STAM-2 Server program, enter the password and click “Log in”.

If the STAM-2 Client program is installed on a different computer than the STAM-2 Server program, do the following:

1. Click “Edit” and configure the server settings (see: Editing the server settings).
2. Click on the drop-down menu symbol and select the server which the STAM-2 Client program is to connect to.
3. Enter the password and click “Log in”.

7.1.2 “Servers” window

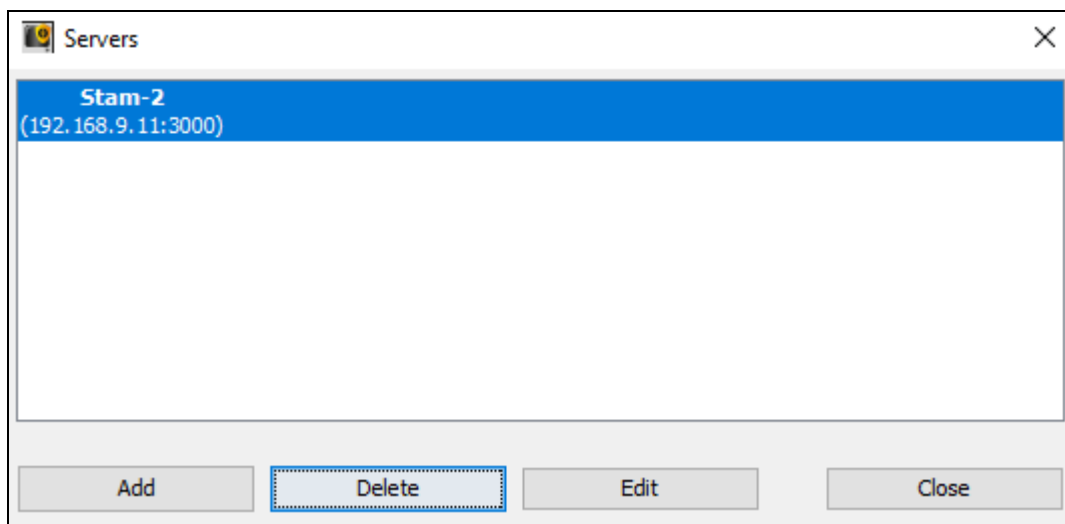


Fig. 6. The “Servers” window after the first-time start of the program.

[Servers list] – list of computers on which the STAM-2 Server program is installed. You can define any number of servers. By default: “Stam-2” server.

Add – click to add a server (see: Adding a new server).

Delete – click to delete the selected server.

Edit – click to edit the settings of the selected server (see: Editing the server settings).

Close – click to close the window.

7.1.2.1 “Server” window

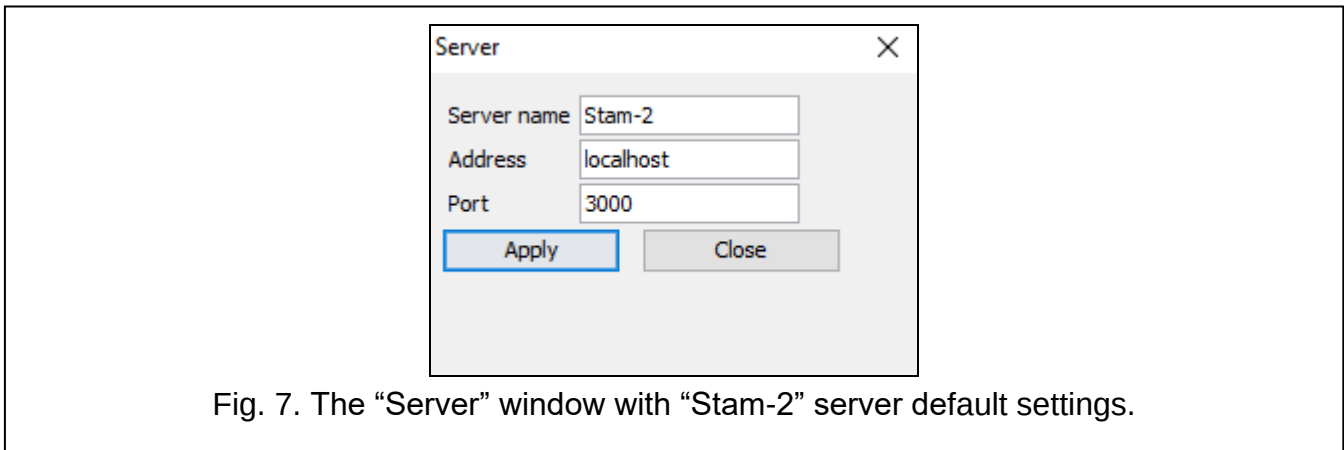


Fig. 7. The “Server” window with “Stam-2” server default settings.

Server name – name of the computer with the STAM-2 Server program installed.

Address – network address of the computer on which the STAM-2 Server program is installed. You can enter the IP address or domain name.

Port – port to be used for communication.

Apply – click to save the changes made.

Close – click to close the window.

7.1.3 Editing the server settings

1. In the login window, click “Edit”. The “Servers” window will be displayed.
2. Click the server name, then click “Edit”. The “Server” window will be displayed.
3. Make changes in the settings.
4. Click “Apply”. The “Server” window will close.
5. Click “Close”. The “Servers” window will close.

7.1.4 Adding a new server

1. In the login window, click “Edit”. The “Servers” window will be displayed.
2. Click “Add”. The “Server” window will be displayed.
3. Enter the server name.
4. Enter the address of the computer on which the STAM-2 Server is installed.
5. Enter the number of the port to be used for communication with the server.
6. Click “Apply”. The “Server” window will close.
7. Click “Close”. The “Servers” window will close.

7.2 Main window of STAM-2 Client program

After login procedure, the main window of the program will open.

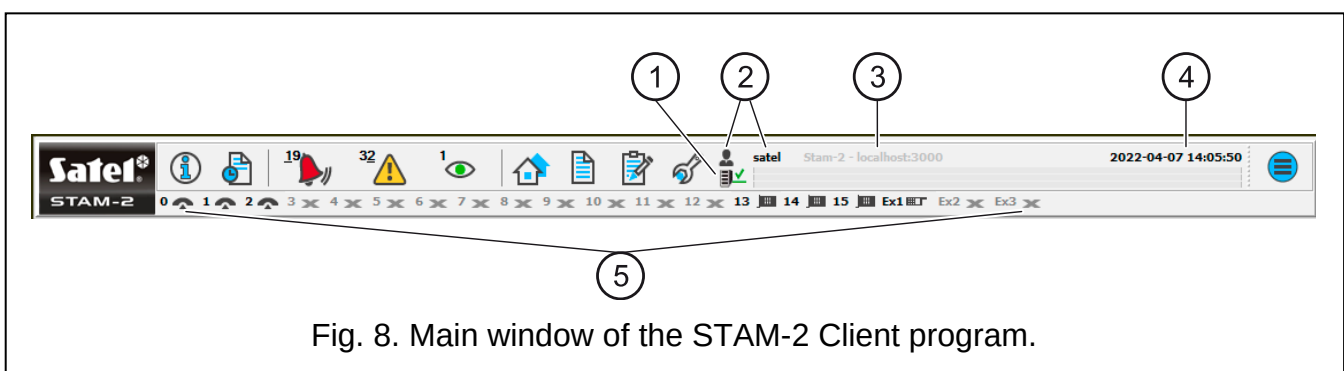


Fig. 8. Main window of the STAM-2 Client program.

- ① Icons to indicate the connection status between the STAM-2 Client and STAM-2 Server programs:
 -  – communication OK,
 -  – communication interrupted.
- ②  – Name of the user currently logged in.
- ③ Information about the computer with the STAM-2 Server program installed.
- ④ Current date and time.
- ⑤ Icons to illustrate the devices supported by the monitoring station: telephone / Ethernet receiver cards, radio stations, modems and GSM/LTE modules supported by the STAM-2 Server program. They can be designated with numbers from 0 to 15 and symbols Ex1, Ex2 and Ex3 (the symbols are only used to designate radio stations, modems and GSM/LTE modules). These characters correspond to the address of the card or device supported by the STAM-2 Server program. The icons have the following meaning:
 -  – telephone card is working properly,
 -  – telephone card is receiving ring signal or is being configured,
 -  – telephone card has established connection with control panel,
 -  – telephone card is receiving data,
 -  – no telephone card, or trouble (to check the trouble details, refer to the “Event log” window),
 -  – GSM/LTE module is working properly,
 -  – GSM/LTE module is receiving data (SMS or CLIP type message),
 -  – no GSM/LTE module, or trouble (to check the trouble details, refer to the “Event log” window),
 -  – Ethernet card is working properly,
 -  – Ethernet card is being configured,
 -  – no Ethernet card, or trouble (to check the trouble details, refer to the “Event log” window),
 -  – radio station is working properly,
 -  – no radio station or trouble (for details of the trouble, check the "Event log" window),
 -  – no card / device has been defined for the given address.

Click the icon of card / station / module to open a window with information on the particular device, the port to which it is connected and its current status (see: Telephone receiver card and Ethernet receiver card). If the GSM/LTE module is connected, the level of cellular signal is also displayed.

Buttons



Click to display the following information:

- hardware key number,
- license number,
- owner name,
- license expiration date,
- STAM-2 Server and STAM-2 Client program versions,

- database version,
- number of workstations,
- license type,
- program developer.



Status board (Alt+T) – click / press Alt+T to open a window where the status of supervised sites can be checked (alarms, troubles, arm statuses, test transmissions). The window is available to all users.



Event log (Alt+H) – click / press Alt+H to open the event log window. The window is available to users with the “viewing” right.



Handle alarms (Alt+1) – the icon is active when there are unhandled alarms. The number at the icon shows how many alarms are still unhandled by the user. Click / press Alt+1 to open the "Alarm" tab in the "Event log" window. If you right-click the icon, the “Mute all” command will be displayed. If you click it, the “Mute all” window will open. In the window, you can select the period of time for which the handling of alarms will be suspended or restore the handling of alarms. Available to users with the “handling” right.



Handle troubles (Alt+2) – the icon is active when there are unhandled troubles. The number at the icon shows how many troubles are still unhandled by the user. Click / press Alt+2 to open the "Troubles" tab in the "Event log" window. If you right-click the icon, the “Mute all” command will be displayed. If you click it, the “Mute all” window will open. In the window, you can select the period of time for which the handling of troubles will be suspended or restore the handling of troubles. Available to users with the “handling” right.



Handle arm status events (Alt+3) – the icon is active when there are unhandled arm status events. The number at the icon shows how many arm status events are still unhandled by the user. Click / press Alt+3 to open the "Wrong arm status" tab in the "Event log" window. If you right-click the icon, the “Mute all” command will be displayed. If you click it, the “Mute all” window will open. In the window, you can select the period of time for which the handling of arm status events will be suspended or restore the handling of arm status events. Available to users with the “handling” right.



Subscribers (Alt+A) – click / press Alt+A to open the window where you can, depending on your right, view the list of current subscribers, edit the current subscribers, add new subscribers or remove the existing ones. The window is available to all users.



Reports and documentation (Alt+R) – click / press Alt+R to open the window where the print function is available for printing documentation regarding subscribers, subscriber's reports, reports on program users and station system in PDF format. The window is available to all users, but the scope of possible operations depends on the granted right.



Notes (Alt+N) – click / press Alt+N to open the window where you can view notes created by other users or prepare notes for other user. Available to all users.



Configuration (Alt+K) – click / press Alt+K to open the menu with the following functions:

Configure server (Alt+K) – the function intended to define the cards and other devices (GSM/LTE modules. VISONIC RC-4000 radio stations)

supported by the STAM-2 Server program. Available to users with the “server configuration ” right.

User accounts (Alt+E) – the function makes it possible to view the list of program users, add new users, edit and/or remove the existing ones. Available to users with the “user accounts” right.

Change password (Alt+P) – the function allows the currently logged in user to change the code of access to the STAM-2 program. Available to all users. It is recommended that each new user change his/her password so that the supervisor may not know the user password.

Mimic boards (Alt+S) – the function makes it possible to define the lighting mode of LEDs in the mimic boards interfacing with the monitoring station. Available to users with the “mimic boards” right.

Regions – the function allows you to view the list of defined regions, edit or delete them or add new regions. Available to users with the “areas management” right.

Notifications – the function allows you to define: the way to send text, control and e-mail messages, the templates of text and control messages and the global phone book. Available to all users.



Click / press Alt+X to open the menu with the following commands:

Help – click to open the “Stam-2 Help” window.

Log out user (Alt+L) – click to log out the current user to log in another user.

Minimize (Alt+M) – click to minimize the main window of the STAM-2 Client program.

Close (Alt+X) – click to close the STAM-2 Client program.

7.2.1 Telephone receiver card

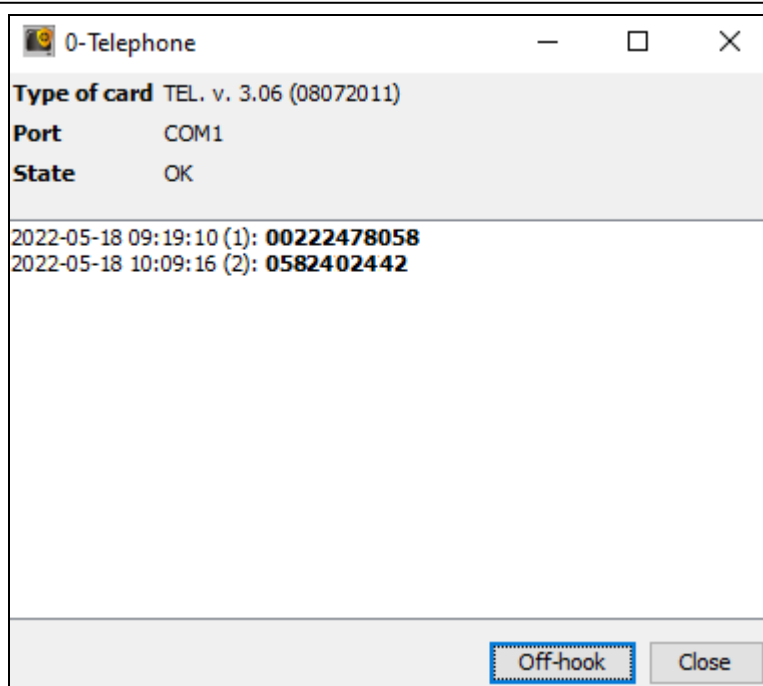


Fig. 9. Window of telephone receiver card with address 0.

Type of card – firmware version of the telephone card assigned to the given address.

Port – computer COM port to which the card is connected.

State – current card status.

[List of numbers] – last 10 telephone numbers from which the calls were received. The list contains: date and time of the call, the number of consecutive calls made from the same number on that day and the telephone number.

Off-hook – click if you want to answer the call or test the telephone line for correctness. The button is available when no connection is being made by the card.

On-hook – click if you want to disconnect the call or end the connection test. The button is available when connection is being made by the card.

Close – click to close the window.

7.2.2 Ethernet receiver card

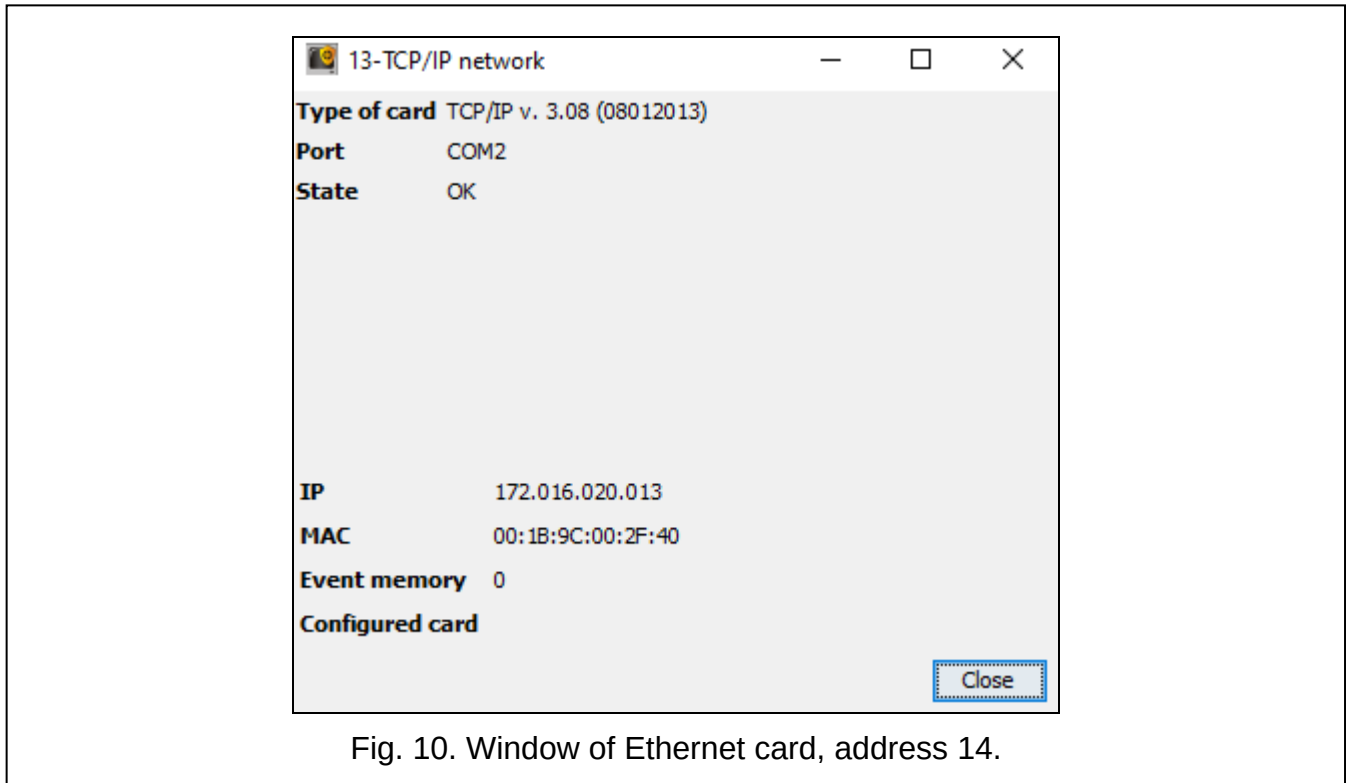


Fig. 10. Window of Ethernet card, address 14.

Type of card – firmware version of the Ethernet card assigned to the given address.

Port – computer COM port to which the card is connected.

State – current card status.

IP – Ethernet card IP address.

MAC – unique identification number of the Ethernet card.

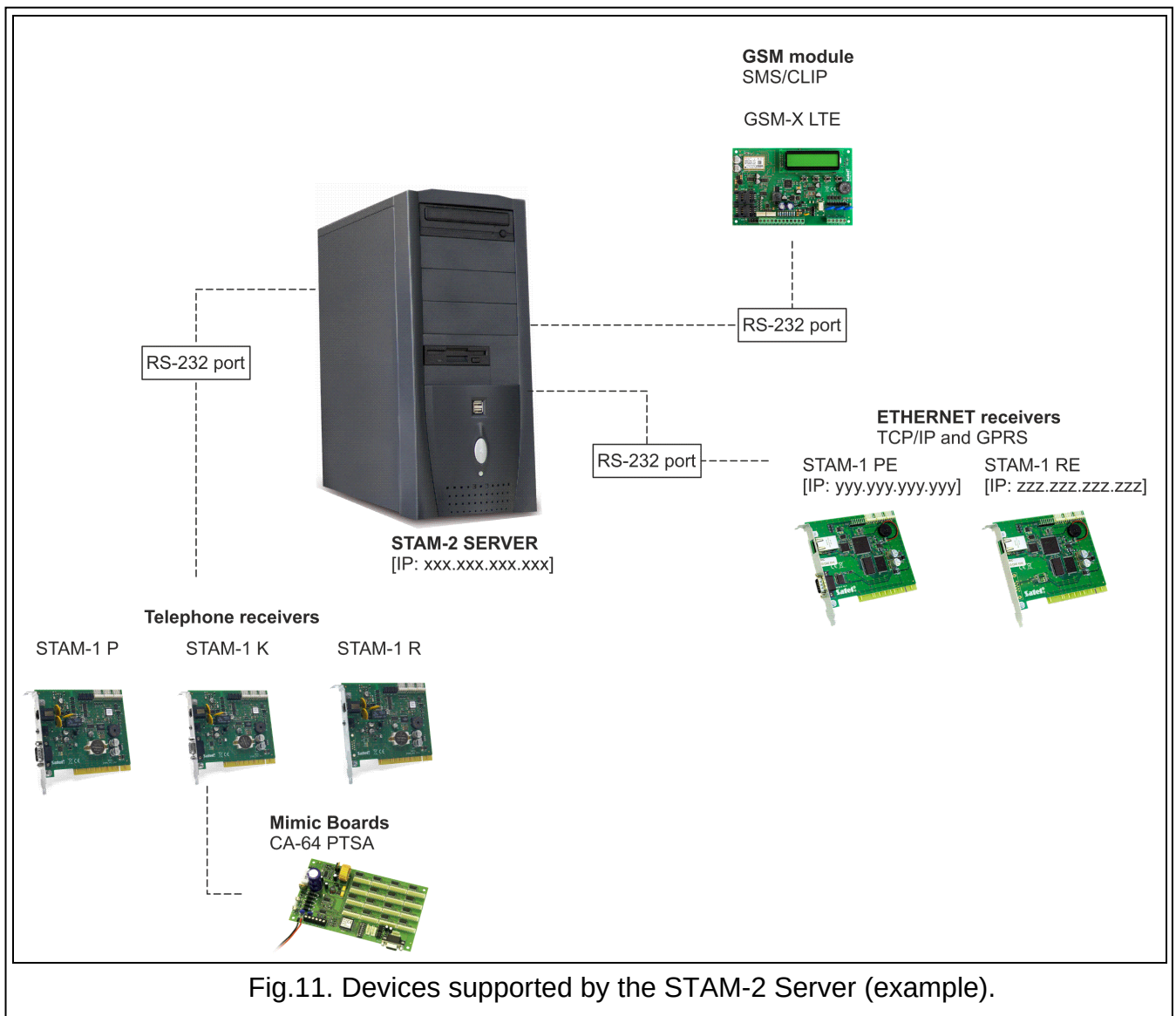
Event memory – number of events received by the card but not yet sent to the monitoring station.

Configured card – Ethernet card configuration status. If the card is currently being configured, it displays a progress indicator for settings, including configuration, subscribers and MAC, as well as information about memory, additional card troubles or error during configuration.

Close – click to close the window.

7.3 Server configuration

In this window you can configure the settings of the STAM-2 server.



7.3.1 “Cards” tab

In this tab you can configure the settings of devices that are to be supported by the monitoring station program.

Address – the address set in the card or assigned by default to another device (GSM/LTE module, VISONIC RC-4000, VIRGO, MESSER, Sur-Gard (MLR2) receivers or modem). It is recommended that you only check boxes next to the addresses which are set in the connected cards, or to which other devices are to be assigned.

Port – the serial COM port of the computer to be used for communication with the connected device. The field is available if you checked the adjacent “Address” box.

Device – the type of device connected to the computer COM port (STAM-1 card, GSM/LTE module, VISONIC RC-4000, VIRGO, MESSER or Sur-Gard (MLR2) receiver, modem). The field is available if you checked the appropriate “Address” box.

Buzzer – if this option is enabled and an event is received by the card, the card buzzer will generate an additional audible signal, irrespective of the sounds generated by the computer. The option only refers to the STAM-1 cards. The option is available after a card has been added (automatically or manually).

Attempts – the number of failed monitoring attempts that must occur within the time period defined in the “Time” field for the “Failed monitoring attempt” event to be registered. If the last monitoring attempt was made by means of the DTMF system and the control panel

identifier has been sent, it will be shown at the event. If the preset number of failed monitoring attempts does not occur within the defined period of time, the time counter will be reset, and after another unsuccessful attempt, the time will be counted anew. You can program from 0 to 255 attempts. Entering 0 will disable control of the unsuccessful attempts to connect to the monitoring station. The option refers to the telephone receiver cards (STAM-1 P, STAM-1 R and STAM-1 K). The field is available after a card has been added (automatically or manually).

Address	Port	Device	Buzzer	Attempts	Time	Trouble	Filter	Ring	Information
☐ 0	▼	▼	☐	0	0	0	0	0	Configuration
☐ 1	▼	▼	☐	0	0	0	0	0	Configuration
☐ 2	▼	▼	☐	0	0	0	0	0	Configuration
☐ 3	▼	▼	☐	0	0	0	0	1	Configuration
☐ 4	▼	▼	☐	0	0	0	0	0	Configuration
☐ 5	▼	▼	☐	0	0	0	0	0	Configuration
☐ 6	▼	▼	☐	0	0	0	0	0	Configuration
☐ 7	▼	▼	☐	0	0	0	0	0	Configuration
☐ 8	▼	▼	☐	0	0	0	0	0	Configuration
☐ 9	▼	▼	☐	0	0	0	0	0	Configuration
☐ 10	▼	▼	☐	0	0	0	0	0	Configuration
☐ 11	▼	▼	☐	0	0	0	0	0	Configuration
☐ 12	▼	▼	☐	0	0	0	0	0	Configuration
☐ 13	▼	▼	☐	0	0	0	0	0	Configuration
☐ 14	▼	▼	☐	0	0	0	0	0	Configuration
☐ 15	▼	▼	☐	0	0	0	0	0	Configuration
☐ Ex1	▼	▼	☐	0	0	0	0	0	Configuration
☐ Ex2	▼	▼	☐	0	0	0	0	0	Configuration
☐ Ex3	▼	▼	☐	0	0	0	0	0	Configuration

Fig. 12. "Cards" tab in "Configuration" window, before defining devices.

Time – the maximum time interval counted from the unsuccessful attempt of the control panel to establish connection with the monitoring station (a ring was received, but no event was received). If more failed connection attempts occur during this time and reach the number defined in the "Attempts" field, the "Failed monitoring attempt" event will be registered. If the last monitoring attempt was made by means of the DTMF system and the control panel identifier has been sent, it will be shown at the event. If the preset number of failed monitoring attempts does not occur within the defined period of time, the time counter will be reset. After another unsuccessful attempt, the time will be counted anew. You can program from 0 to 255 minutes. Entering 0 will disable control of the unsuccessful attempts to connect to the monitoring station. The option refers to the telephone receiver cards (STAM-1 P, STAM-1 R and STAM-1 K). The field is available after a card has been added (automatically or manually).

Trouble – the maximum time period, during which the card may receive no events. After expiry of this time, the card trouble will be reported. You can program from 0 to 65535 minutes. Entering 0 will disable control of the events receiving by the card. The option only refers to the STAM-1 cards. The field is available after a card has been added (automatically or manually).

Filter – the time of filtering the card events. If several identical events are received within the defined time period (i.e. events with the same identifier and code), only the first event will be added to the event log, the other ones being omitted. You can program from 0 to 2550

seconds. Entering 0 will disable the event filtering. The option only refers to the STAM-1 cards. The field is available after a card has been added (automatically or manually).

Ring – the number of rings after which the telephone receiver card is to establish connection with the control panel – Off hook. You can program from 1 to 9. The option refers to the telephone receiver cards (STAM-1 P, STAM-1 R and STAM-1 K). The field is available after a card has been added (automatically or manually).

Information – the type of receiver card with the given address (TEL – telephone, TCP/IP – ethernet) or another device assigned to that address (GSM – GSM/LTE module, VISONIC, VIRGO, MESSER, Sur-Gard (MLR2) – receivers, MODEM – modem). Additionally, the firmware version of receiver cards and GSM/LTE module is shown. The information is displayed after a device has been added.

Configuration – click to open a window of additional settings for receiver cards or GSM/LTE modules. The button available for telephone receiver cards (STAM-1 P, STAM-1 R and STAM-1 K) (version 3.00 or higher), Ethernet cards (STAM-1 PE and STAM-1 RE) and the GSM/LTE modules (see: “Configuration” window, “TCP/IP configuration” window and “GSM configuration” window).

Search – click to start the procedure to automatically find cards connected to the computer serial COM ports (see: Automatically finding cards).

Apply – click to start the procedure to find devices added manually by the monitoring station program (see: Manually adding devices). The button becomes active on selecting the address for which the device is to be defined, or after deselecting the address to which the device was previously assigned.

Close – click to close the window.

7.3.1.1 Automatically finding cards

The program can by itself find the cards connected to the computer serial COM ports. To do so:

1. In the “Configuration” window, the “Cards” tab, click the “Search” button.
2. Select one of the available COM ports which is to be searched.
3. Configure the cards found by the program.
4. Click “Apply”.

7.3.1.2 Manually adding devices

The program enables you to manually add all the supported devices.



The GSM/LTE modules, VISONIC RC-4000, VIRGO, MESSER, Sur-Gard (MLR2) radio receivers and modems can only be added manually.

To manually define a device:

1. Open the “Configuration” window, and the “Cards” tab in it.
2. Determine address of the device, checking the appropriate “Address” box. Select any unassigned address for the GSM/LTE modules, VISONIC RC-4000, VIRGO, MESSER and Sur-Gard (MLR2) receivers as well as modems, in which the address is not set.
3. Select the COM port to which the device is connected.
4. Select the type of device.
5. Click on the “Apply” button.
6. Define the “Buzzer”, “Trouble” and “Filter” options for all cards. For the telephone receiver cards, determine the “Time”, “Attempts” and “Ring” parameters.
7. For the STAM-1 P, STAM-1 R and STAM-1 K (version 3.00 or higher), the STAM-1 PE and STAM-1 RE cards and GSM/LTE modules, you can click the “Config.” button to configure additional parameters for these devices (see: “Configuration” window, “TCP/IP configuration” window and “GSM configuration” window).

8. Click “Apply”.

7.3.1.3 “Configuration” window

In this window you can configure additional settings of telephone receiver cards (STAM-1 P, STAM-1 R and STAM-1 K) in version 3.00 and higher.

[List of handshakes] – list of handshakes for telephone formats. You can change their order. You can set a different first handshake on each card. This allows you to adjust the device to the control panel transmission format.



– click to move the handshake one place up. The button will become active when you select a handshake.



– click to move the handshake one place down. The button will become active when you select a handshake.

[CLIP format] – CLIP service format. You can select from: FSK BELL 202, FSK V23 or DTMF. This option makes it easy to identify the calling party number. Before choosing the appropriate format, consult the operator to make sure which is the mandatory CLIP standard.

OK – click to save the changes.

Cancel – click to close the window.

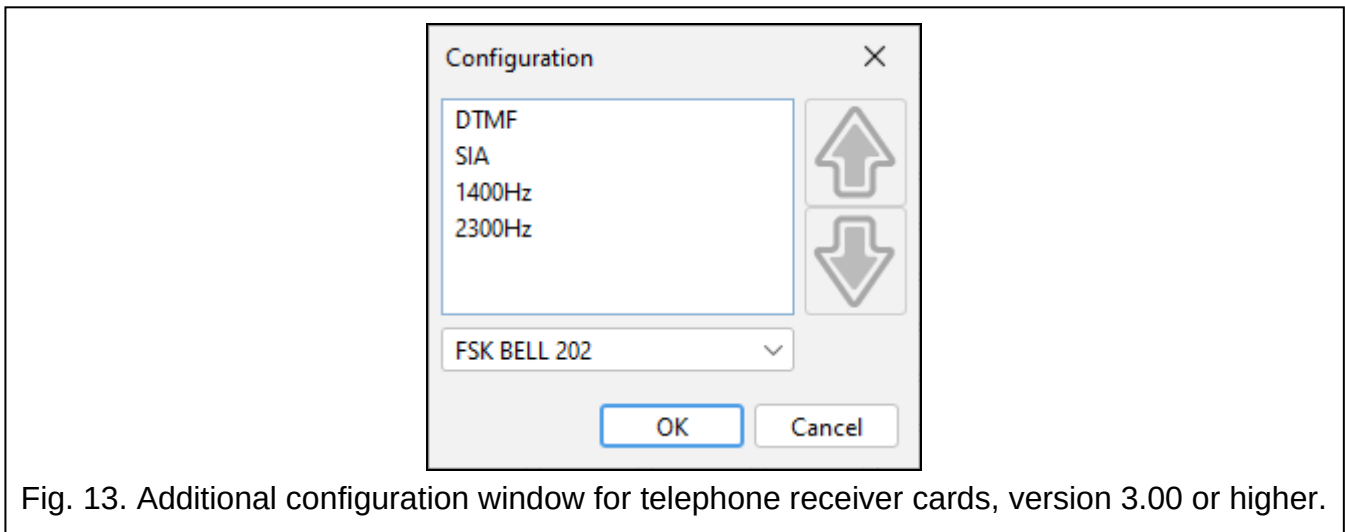


Fig. 13. Additional configuration window for telephone receiver cards, version 3.00 or higher.

7.3.1.4 “TCP/IP configuration” window

In this window you can configure additional settings of Ethernet receiver cards (STAM-1 PE and STAM-1 RE).

IP – IP address of the Ethernet receiver card.

MAC – unique identification number of the Ethernet receiver card.

Event memory – number of events received by the card, but not sent to the monitoring station program yet.

Configured card – information on configuration status of the Ethernet card.

Depending on the card software version:

- version 3.01 or higher – settings in both tabs are available,
- older versions – only some settings are available.

“Ethernet settings” tab

TCP/IP configuration

IP 000.000.000.000

MAC 00:1B:9C:00:30:09

Event memory 0

Configured card

Ethernet settings Reporting

IP address

☒ DHCP

IP address 0. 0. 0. 0

Mask 0. 0. 0. 0

Gateway 0. 0. 0. 0

DNS

☒ DHCP

IP address 0. 0. 0. 0

MAC control ☐ MAC Apply Close

Fig.14. “Ethernet settings” tab in “TCP/IP configuration” window before defining card parameters.

IP address

DHCP – if this option is enabled, the card will automatically download the data regarding IP address, subnet mask and gateway from the DHCP server.

IP address– IP address to be used by the card. This field is available if you enabled the “DHCP” option.

Mask – mask of the subnetwork in which the card is working. This field is available if you enabled the “DHCP” option.

Gateway – IP address of the network device through which other devices in that local network communicate with devices in other networks. This field is available if you enabled the “DHCP” option.

DNS

DHCP – if this option is enabled, the card will automatically download the DNS server address data from the DHCP server.

IP address – DNS server IP address to be used by the card. The field is available if you enabled the “DHCP” option.

“Reporting” tab

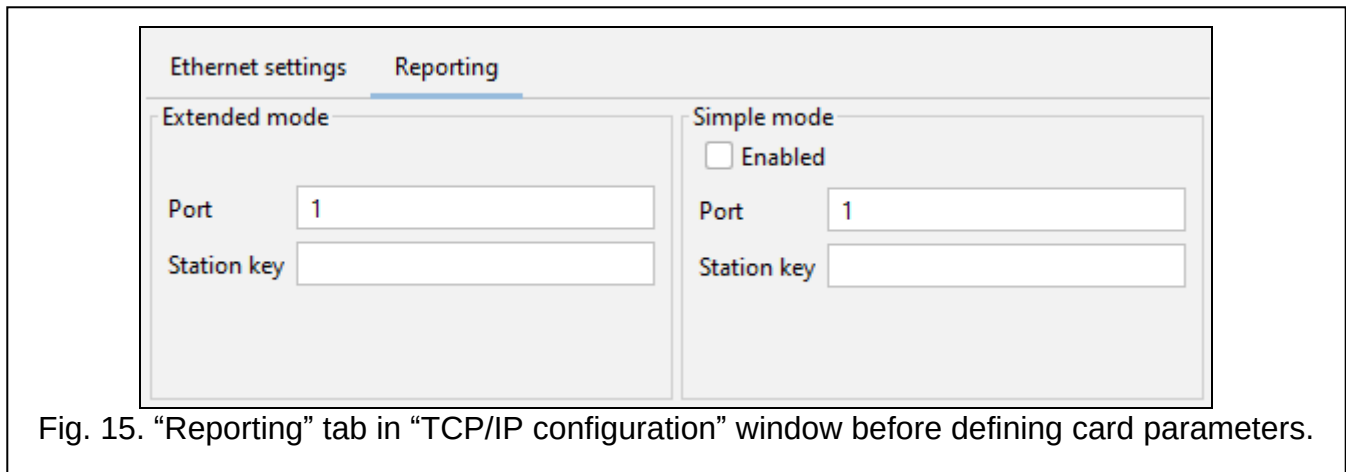


Fig. 15. “Reporting” tab in “TCP/IP configuration” window before defining card parameters.

Extended mode

The settings in this section apply to subscribers handled in the extended mode, i.e. with the communications control.

Port – number of the port used for communication with the subscriber device in the extended mode. You can program from 1 to 65535.

Station key – string of up to 12 alphanumeric characters (digits, letters and special characters) used to encrypt data sent to the monitoring station in the extended mode. The same key must be entered in the reporting settings of the subscriber device.

Simple mode

The settings in this section apply to subscribers handled in the simple mode, i.e. without the communications control. The fields are available if you connected Ethernet receiver cards in version 3.01 or higher.

Enabled – if this option is enabled, the station can handle subscribers in the simple mode.

Port – number of the port used for communication with the subscriber device in the simple mode. You can program from 1 to 65535. The field is available if you enabled the “Enabled” option.

Station key – string of up to 12 alphanumeric characters (digits, letters and special characters) used to encrypt data sent to the monitoring station in the simple mode. The same key must be entered in the reporting settings of the subscriber device. The field is available if you enabled the “Enabled” option.

MAC control – if this option is enabled, the card will only receive transmissions from the devices with defined MAC numbers. This enables the card to be protected from hacking attempts. You can define the MAC numbers after the “MAC” button is pressed.

MAC – click to open a window where you can define MAC numbers for the devices, from which the card is to receive transmissions. Up to 256 MAC numbers can be defined. The button is active, if the “MAC control” option is enabled.

Apply – click to save the changes. The button is active if any changes have been made in the window.

Close – click to close the window.

“MAC addresses” window

[List of addresses] – list of MAC addresses for the devices from which the card is to receive transmissions.

No. – MAC address reference number.

MAC address – in this field you can enter a new MAC address (if you clicked an empty space on the list) or edit a MAC address (if you clicked a MAC address on the list).

Save – click to save the changes.

Delete – click to delete the selected MAC address.

Clear – click to delete all MAC addresses assigned to this card.

Close – click to close the window.

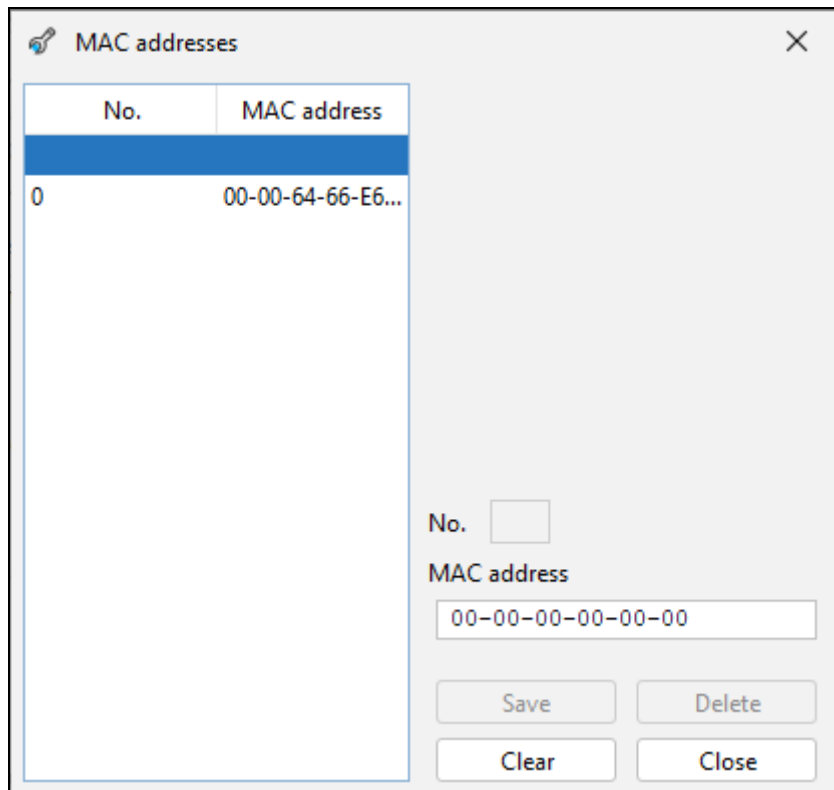


Fig. 16. “MAC addresses” window.

7.3.1.5 “GSM configuration” window

In this window you can configure additional settings for the GSM/LTE modules.

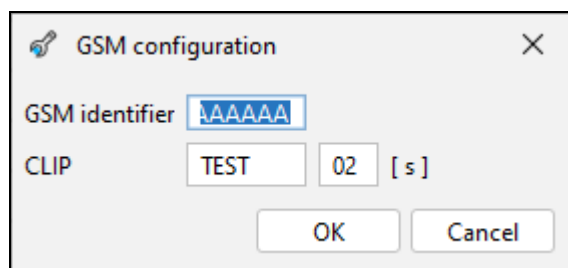


Fig. 17. Additional configuration window for GSM/LTE module.

GSM identifier – a string of up to 6 alphanumeric characters (digits, letters and special characters) used to identify the GSM/LTE module connected to the COM port. In case of:

- the GSM-4 module, it must be identical with that programmed in the module as “DWNL code”,
- the GSM LT-1 module, it is 111111,

- the GSM-5 / GSM-X / GSM-X LTE module, it is AAAAAA.

CLIP – a name, on the basis of which the CLIP type messages received from the given GSM/LTE module will be identified (a corresponding event code can be assigned to this name at the stage of adding / editing subscriber).

[s] – time period after which the GSM/LTE module will acknowledge receiving the CLIP type message. You can program from 0 to 20. Value 00 means the function is disabled.

OK – click to save the changes made to the database.

Cancel – click to close the window.

7.3.2 “Information” tab

IP – network address or name of the computer that the STAM-2 Server program, to which the STAM-2 Client program is connected, is installed on.

Port – number of the TCP/IP port used for communication.

Change port – click to change the TCP/IP port number (see: Changing TCP/IP port).

Server status

Logged in – number of logged-in users presented as x/y, where x is the number of users currently logged in and y is the maximum number of computers on which the STAM-2 Client program can be installed.

[List of logged-in users] – details of the logged-in users (login and password, address, telephone, status, IP address of the computer from which the user logged in).

Connection duration – time counted from the moment the user logged in to the STAM-2 Client program.

OK – click to close the window.

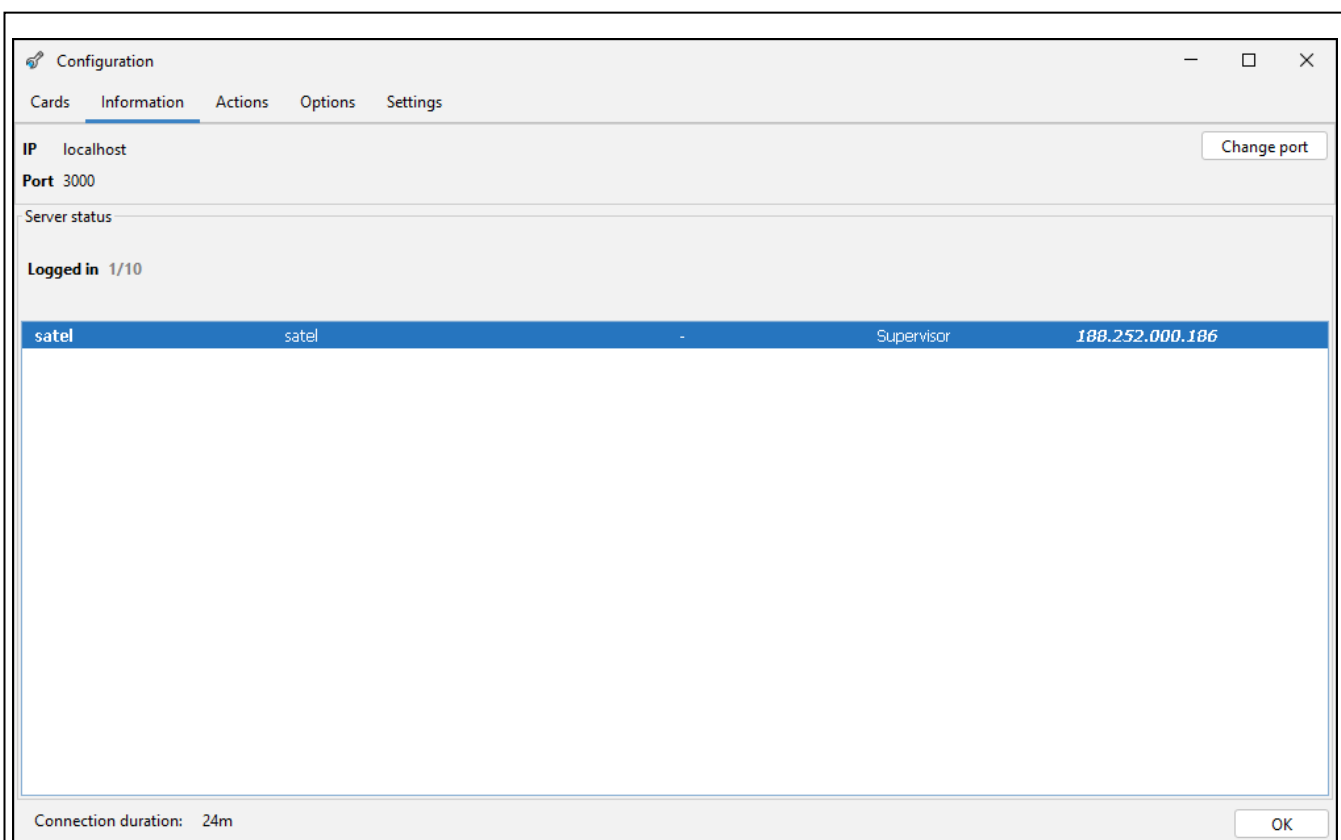


Fig. 18. “Information” tab in “Configuration” window.

7.3.2.1 Changing TCP/IP port

1. Click “Change port”. The “Change port” window will open.
2. In the “Port number” field, enter a new port number. You can enter values from 1 to 65535.
3. Click “Apply”.
4. If the port is available, a window will open in which you can accept or cancel the port change.



Before your next login, remember to change the server port settings in the login window (see Fig. 7).

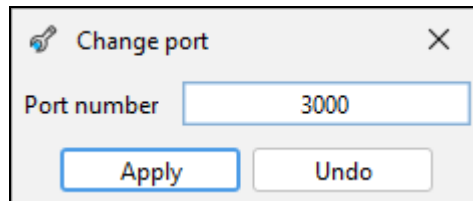


Fig. 19. Window for changing port number.

7.3.3 “Actions” tab

In this tab you can prepare a list of actions that should be taken by the program operator if specified events occur.

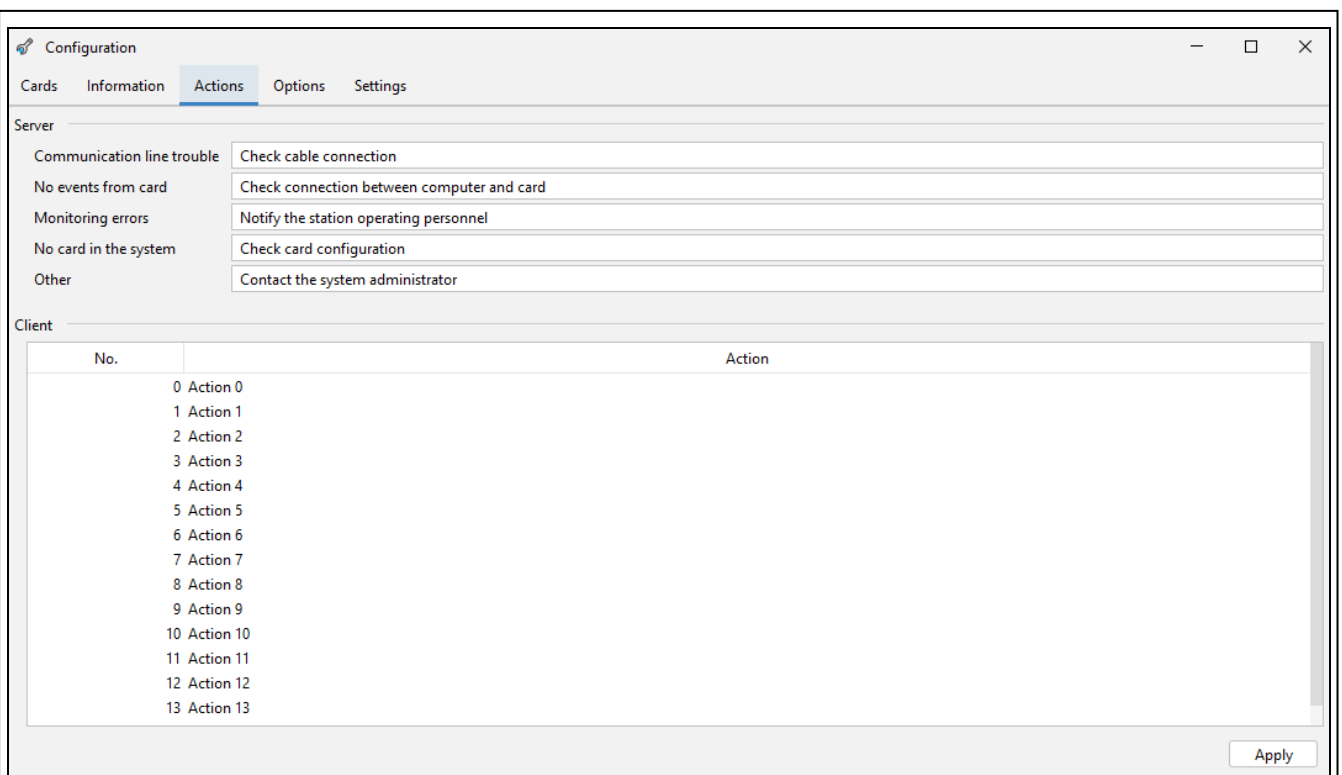


Fig. 20. “Actions” tab in “Configuration” window.

7.3.3.1 Server

You can use the actions suggested by the program or define your own actions and assign them to the selected system troubles. The list of actions is global. If an event from the list is generated, a red text assigned to that event will be displayed on all workstations in the event handling window, section “Actions”.

7.3.3.2 Client

You can define your own list of actions that will be displayed in the window of each event that requires handling. These actions are presented in black (the actions defined individually for the subscriber are presented in red). The list of actions is local by nature, i.e. it only applies to the computer workstation (the STAM-2 Client program) on which it was created. If the same list of actions is to be valid on another computer workstation, copy the "actions.txt" file to that workstation (default access path:

C:\Users\user\AppData\Roaming\Satel\STAM\Client\actions.txt).

Apply – click to save the changes. The button is active if any changes have been made in the window.

7.3.4 “Options” tab

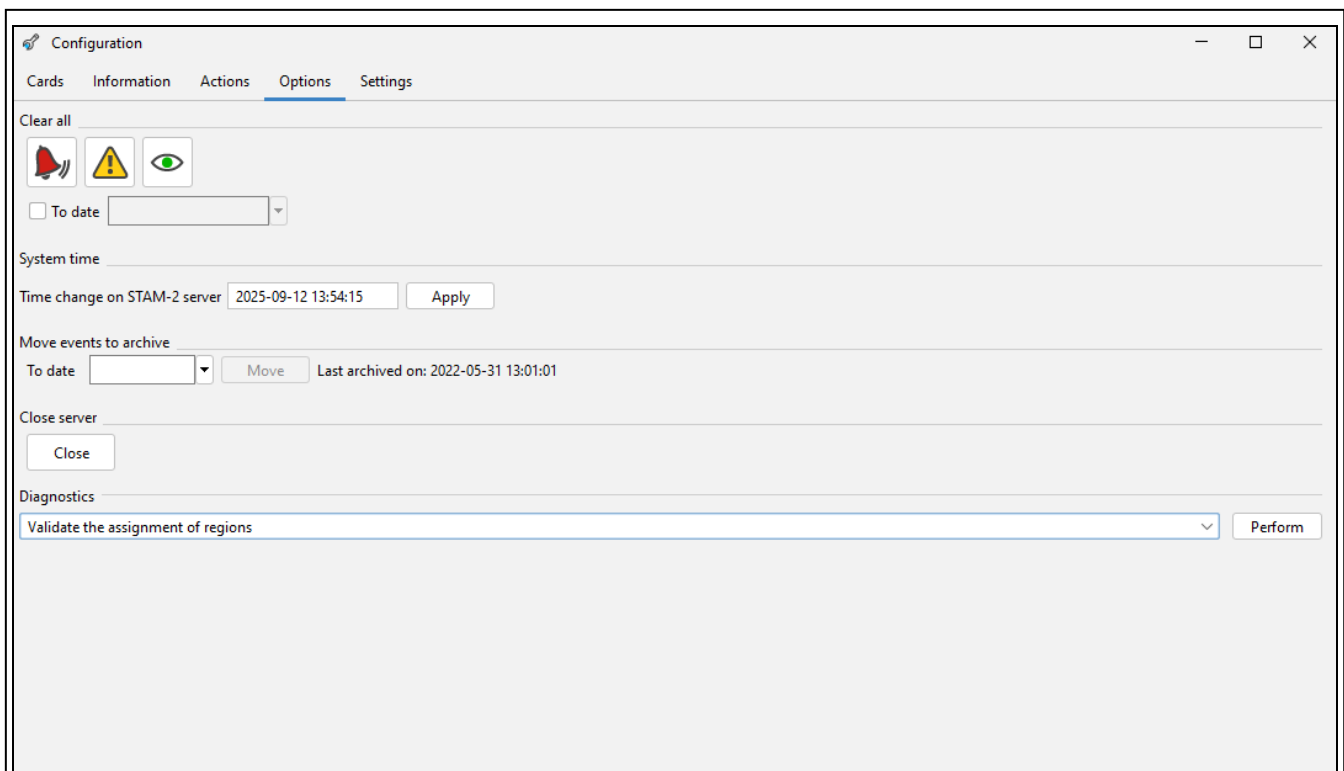


Fig. 21. “Options” tab in “Configuration” window.

7.3.4.1 Clear all



– click to clear all alarms. If you only want to clear alarms which occurred by a specific date, enable the “To date” option and select a date in the adjacent field.



– click to clear all troubles. If you only want to clear troubles which occurred by a specific date, enable the “To date” option and select a date in the adjacent field.



– click to clear all arm status events. If you only want to clear arm status events which occurred by a specific date, enable the “To date” option and select a date in the adjacent field.

To date – if this option is enabled, in the adjacent field, click the drop-down menu symbol to open the calendar. You can select a date if you want to clear events of a given type which occurred by a specific date.

7.3.4.2 System time

Time change on STAM-2 Server – click if you want to change the time on the computer with the STAM-2 Server program installed. Enter a correct date and time.

Apply – click to save the changes.

7.3.4.3 Move events to archive

To date – click the drop-down menu symbol to open the calendar. Select a date if you want to archive all events which occurred by this date.

Move – click to move the selected events to archive.

Last archived on: – date and time when events were last archived.



The archived events will be accessible when you select the "Archive" option in the "Filter" window (see: "Filter" window). The archived events will be displayed in the "Event log" window tab.

7.3.4.4 Close server

Close – click if you want to close the STAM-2 Server program on your current workstation.

7.3.4.5 Diagnostics

[List of commands] – click the drop-down menu symbol to open the list of commands to check some of the station components and to fix the existing problems.

Perform – click to make the program perform the selected command.

7.3.5 "Settings" tab

7.3.5.1 Event log

You can define the appearance and the number of events displayed in the "Event log" window.

Font – the font size used in the event list in the "Event log" window. The default setting is 16.

Default number of events – the number of events displayed in the "Event log" window. The default setting is 500.

Default number of filtered events – the number of events meeting the defined criteria, which are displayed in the "Filter" tab in the "Event log" window. The default setting is 300.

Configuration				
Cards	Information	Actions	Options	Settings
Event log				
Font	16			
Default number of events	500			
Default number of filtered events	300			
Status board				
Visible map	☐			
Map	<Edit>			
Objects size	Big			
Empty objects visible	☐			
Language				
Server	English			
Client	English			
Other				
Events for all	☒			
Sounds with reader	☒			
Server				
Arm status control	☒			
Test transmission control	☒			
STAM IRS service	☐			
Video verification	<Edit>			
SIA-IP	<Edit>			
Backup				
Active	☒			
Source folder	C:/Program Files/Satel/STAM-2/			
Direct folder	E:/Backup STAM-2			
Scheduler	<Edit>			
Additional database				
Active	☐			
Path				
StamView				
Enabled	☐			
The IP address of the database	localhost			
Port	3306			
Login	admin			
Password	admin			
Control of the number of events from the sites				
Number of events	0			
Time	0			

Apply

Fig. 22. Default settings in the "Settings" tab, "Configuration" window, STAM-2 PRO program.

7.3.5.2 Status board

You can define how subscribers are displayed in the "Status board" window.

Visible map – if this option is enabled, the background in the "Status board" window is a map [only STAM-2 PRO].

Map – click the field to open the "Map" window (see: "Map" window). In the window you can add a new map, edit or delete an existing one.

Objects size – the size of icons presenting individual subscribers in the "Status board" window. The following sizes are available: small, medium, big (by default: big).

Empty objects visible – if this option is enabled, the icons representing undefined subscribers are displayed in the "Status board" window. If the background of the window is a map, only icons representing undefined subscribers whose reference number is lower



Fig. 24. "New" window when adding a map.

7.3.5.3 Language

You can select the language version for the STAM-2 Server and STAM-2 Client programs. Both programs can be in different languages.

Server – click to select the language version for the STAM-2 Server program. Select a language and click Apply. Close the program, then restart it for the change of language version to be applied.

Client – click to select the language version for the STAM-2 Client program. Select a language and click Apply. Close the program, then restart it for the change of language version to be applied.

7.3.5.4 Other

Events for all – if this option is enabled and the station receives an event that requires intervention, the window for handling this event will be displayed simultaneously on all workstations. When one of the operators takes any action related to the event handling, the window will be closed on the other operators' workstations. The box is checked by default.

Sounds with reader – if this option is enabled, the events for which the WAV files are placed in the "Sounds" folder will be signaled by a distinctive sound and comments read out in the language chosen for the STAM-2 Client program. The box is checked by default.

7.3.5.5 Server

Arm status control – if this option is enabled, the arm status events received by the monitoring station will require handling. The option is enabled by default.

Test transmission control – if this option is enabled, the test transmission events received by the monitoring station will require handling. The option is enabled by default.

STAM-IRS service – if this option is enabled, the power supply unit installed in the STAM-IRS system is constantly monitored. Thus the information on troubles related to the device power supply status will be sent to the monitoring station in the form of events.

Video verification – click to open the “Video verification” window (see: “Video verification” window).

SIA-IP – click to open the “SIA-IP” window (see: “SIA-IP” window).

“Video verification” window

In this window you can set the parameters of communication between the monitoring station and the Viver module or other SATEL device that sends images.

The screenshot shows a window titled "Video verification" with a close button (X) in the top right corner. The window is divided into three main sections:

- Ethernet**: Contains fields for "IP" (192.168.9.11) and "Port" (3010). A "Change port" button is located to the right of the Port field.
- Transfer**: Contains a "Port RS-232" dropdown menu set to "COM1" and an "Output format" dropdown menu set to "SUR-GARD".
- Receiver**: Contains three input fields: "Receiver No. [1-9]" set to "1", "Line No. [1-99]" set to "2", and "Test period [1-255] [s]" set to "30".

At the bottom right of the window are "OK" and "Cancel" buttons.

Fig. 25. “Video verification” window.

Ethernet

IP – IP address of the computer where the STAM-2 Server program is installed.

Port – number of the TCP/IP port through which communication takes place.

Change port – click to change the TCP/IP port number (see: **Błąd! Nie można odnaleźć źródła odwołania.**).

Transfer

Port RS-232 – number of the port through which the events will be sent to another monitoring station.

Output format – information about Sur-Gard format in which data are sent to another monitoring station.

Receiver No. [1-9] – number of receiver from which the station is to simulate data transfer. You can program from 1 to 9. Default setting: 1.

Line No. [1-99] – number of line from which the station is to simulate data transfer. You can program from 1 to 99. If the line number is between:

- 1-9, then the Sur-Gard (MLR2) format will be selected,
- 10-99, then the Sur-Gard (MLR2E) format will be selected.

Test period [1-255] [s] – time between consecutive communication tests with the monitoring station, for which the STAM-2 monitoring station acts as a converter. You can program from 1 to 255 seconds. Default setting: 30 s.

OK – click to save the changes made to the database.

Cancel – click to close the window.

“SIA-IP” window

In this window you can set the parameters for reporting in the SIA-IP format.

Port – number of the port used for communication between the module and the monitoring station during reporting in the SIA-IP format. You can enter values from 0 to 65535.

SIA-IP key – string of characters used to encrypt data sent in the SIA-IP format. You can enter up to 16 characters (digits or letters).

Protocol – protocol used to transfer data. You can select TCP or UDP.

OK – click to save the changes. The button is active if you change at least one parameter.

Cancel – click to close the window.

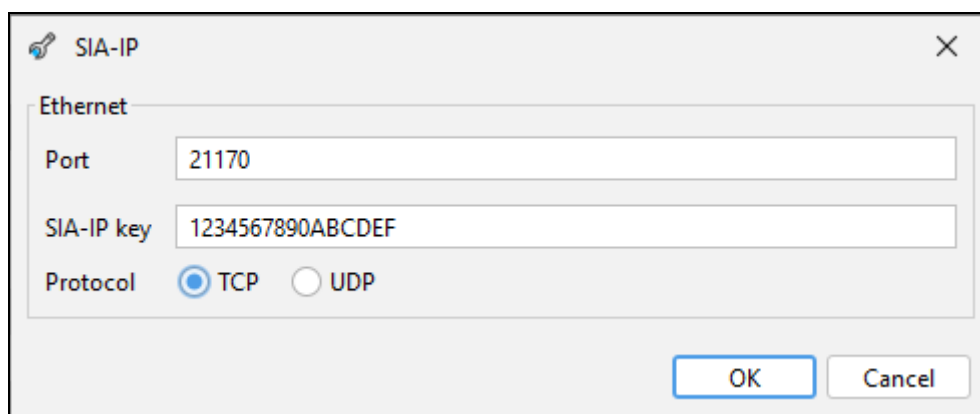


Fig. 26. “SIA-IP” window.

7.3.5.6 Backup

You can define parameters for automatically making backup copy of the database. In case of a primary disk trouble or loss of the database itself, the backup copy will be the source to restore it. At the time of making the backup copy, a window is displayed to inform you about it.

Active – if this option is enabled, creating a database backup copy is active.

Source folder – access path to the directory where you want the STAM-2 database to be saved. Default path: C:\Program Files\Satel\STAM-2\Server for 32-bit operating systems and C:\Program Files (x86)\Satel\STAM-2\Server for 64-bit operating systems.

Direct folder – access path to the directory where the database backup copy is to be saved. Default path: D:/Backup STAM-2.



Remember to create the target directory on a different drive than the one on which the STAM-2 database is placed.

Scheduler – click to open the “Scheduler” window (see: “Scheduler” window). In this window you can program when to save the database backup copy.

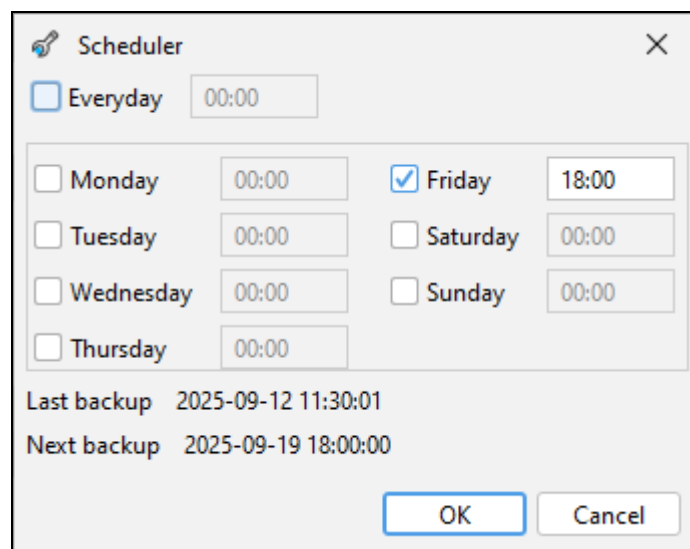


Fig. 27. “Scheduler” window.

“Scheduler” window

Everyday – if this option is enabled, in the adjacent field you can enter the time at which a database backup copy will be created automatically every day. When you enable this option, the other fields will become inactive.

Weekdays – if this option is enabled for a selected day, in the adjacent field you can enter a time. The database backup copy will be created automatically on selected days of the week at the selected time.

Last backup – date and time of making the last database backup copy.

Next backup – date and time of making the next database backup copy.

OK – click to save the changes.

Cancel – click to close the window.

7.3.5.7 Additional database [only for STAM-VIEW users]

You can define parameters for the additional database. All operations and events occurring in the monitoring station, receivers connected to it and sites monitored by it will be saved into

the additional database. The auxiliary database is parallel to the database backup copy. In case of failure, it allows you to restore the database and recover the data that have not been saved in the backup.

Active – if this option is enabled, creating an additional database is active.

Path – access path to the directory where you want the additional database to be saved.



Remember to create the target directory on a different drive than the one on which the database STAM-2 is placed.

The files of database backup copy and auxiliary database should also be copied to another data storage device. This can be done e.g. with the free Cobian Backup program. This program allows you to create backups of data both locally and via the network (e.g., FTP or shared folders). Thus, in the event of any failure of the operating system or the computer itself, the backup copy will guarantee the recovery of data.

7.3.5.8 STAM-VIEW [only for STAM-VIEW users]

Enabled – if this option is enabled, the connection between STAM-2 Server and STAM-VIEW programs is active. The STAM-VIEW program uses an external database. It is the STAM-2 additional database, which is continuously synchronized. Using a web browser (e.g. Edge, Mozilla Firefox, Google Chrome), the site owner or installer can log into the program and view events from a particular site. Login details are provided by the company monitoring the site.

The IP address of the database – IP address of the computer on which the STAM-VIEW database is located. The default setting is "Localhost".

Port – port number through which communication with the database takes place. The default setting is 3306.

Login – name to be used by the STAM-2 Server program to get access to the STAM-VIEW program database. Enter "stamview".

Password – password to be used by the STAM-2 Server program to get access to the STAM-VIEW program database. Enter "stam.server".

7.3.5.9 Control of the number of events from the sites

You can limit the number of events containing the same identifier, received within a specified time period.

Number of events – number of events with the same identifier that must be received for the "Too many events from the site" trouble to be generated.

Time – time period (in seconds), during which the specified number of events with the same identifier must be received for the "Too many events from the site" trouble to be generated.

Apply – click to save the changes. Then close the STAM-2 Server program and restart it.

7.4 User accounts

This window is used to manage users.

When the program is started for the first time, only one user is registered. The user's login details are "satel" for login and "satel" for default password. The user has the status "Supervisor" and nearly all available rights.



You cannot delete the "satel" user, change its status or revoke its "user accounts" right.

The default password to the program must be changed as soon as possible.

If, at a given moment, the user accounts are edited by another user, a relevant message will be displayed.

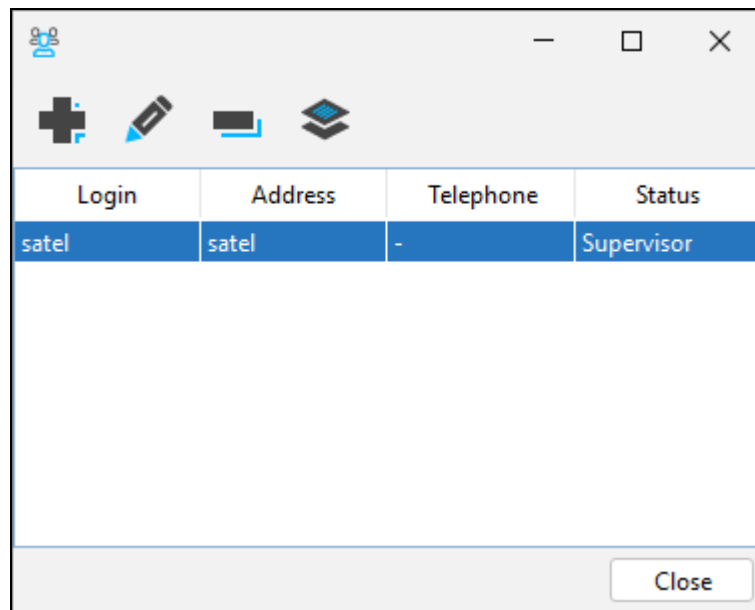


Fig. 28. "User accounts" window after the first-time start of the monitoring station program.



– click to add a user (see: "New" / "Edit" window).



– click to edit the selected user (see: "New" / "Edit" window).



– click to delete the selected user (see: Deleting the item(s)).



– click to copy the selected user settings (see: Copying the item settings).

7.4.1 User list

You can sort the list by column name.

Login – user login.

Address – user address.

Telephone – user telephone number.

Status – granted user status. It can be: Operator, Installer, Supervisor.

Close – click to close the window.

To sort the data, click the header of the selected column.

7.4.2 "New" / "Edit" window

This window is used to add / edit a user.

Fig. 29. 'New' window when adding a user.

7.4.2.1 "General" tab

Login – login used by the user to log into the STAM-2 Server and STAM-2 Client programs. It is saved in the event log for all events handled by the user and in reports. It is mandatory.

Address – user address. It is saved in the event log for all events handled by the user.

Telephone – user telephone number. It is saved in the event log for all events handled by the user and in reports.

Password – password used to log into the STAM-2 Server and STAM-2 Client programs. It is mandatory.



To create a password you can use digits, letters and special characters. The password must be at least 4 characters long.

The password is not visible after it is saved.

After logging into the program for the first time, the user should change the password (see: Changing password).

Status – function granted to the user. Default rights are assigned to each function:

Operator – rights in the scope of Event log,

Installer – rights in the scope of Subscribers, viewing the event log, printing reports and documentation,

Supervisor – most rights with the exception of simple handling of events and rights in the scope of Remote access.

In the „Rights" tab, you can change the user rights as needed.

7.4.2.2 "Rights" tab

Event log

viewing – the user can only view the event log.

handling – the user can only handle current events, while older events can only be handled in the “Detailed information” window (see: “Detailed information” window and “Status board” window).

simple handling – the user can handle events in a simplified way by clicking the “Handle” button. The right is active if you selected the „handling” right for the user.

clearing troubles – the user can clear unhandled troubles in the “Detailed information” window (see: “Detailed information” window and “Status board” window). After clearing, the troubles will be displayed as handled and inactive.

clearing alarms – the user can clear unhandled alarms in the “Detailed information” window (see: “Detailed information” window and “Status board” window). After clearing, the alarms will be displayed as handled and inactive.

Subscribers

adding – the user can add new subscribers and restore deleted ones. The user needs the “editing” right to be able to edit the settings of added subscriber after closing the “Subscriber” window.

editing – the user can edit the existing subscribers.

editing skips – the user can define the rules for skipping the incoming events. The right is active if you selected the “adding” or “editing” right.

editing arm statuses – the user can define the arm statuses for the subscriber. The right is active if you selected the “adding” or “editing” right.

deleting – the user can delete subscribers.

Remote access (only in STAM-2 PRO)

Keypad – the user can control the status of the site using a virtual keypad.

GuardX – the user can connect to the INTEGRA series control panel using the GUARDX program.

Other

printing documentation – the user can print documents on the site configuration in PDF format.

printing reports – the user can print subscriber reports, reports on activity of selected program users, as well as event log and system performance statistics in PDF format.

server configuration – the user can configure the settings of the computer with the STAM-2 Server program installed.

user accounts – the user can add, edit and delete other users.

mimic boards – the user can define the lighting mode of mimic board LEDs.

managing regions – the user can add, edit and remove regions.

7.4.2.3 “Regions” tab

[List of regions] – list of regions to which you can assign users. If you want to assign a user to a specific region or regions, click  next to the region(s).

OK – click to save the changes. This button is active if you enter the login for the user.

Cancel – click to close the window.

7.4.3 Adding a user

1. Click  to open the „New” window.

2. In the „Login” field, enter the login to be used by the user to log into the STAM 2 Server and STAM 2 Client programs.
3. Enter additional information about the user (address, telephone).
4. Enter the user password.
5. Select the user status.
6. If you want to change the user rights, go to the „Rights” tab.
7. Select the rights you want to assign to the user and deselect the rights you want to remove from the user.
8. In the „Regions” tab, select the regions you want to assign the user to.



When logging into the program for the first time, the user is automatically assigned to the default region called “Region 1”.

9. Click “OK” and close the window.

7.4.4 Editing a user

1. On the list of users, select a user whose settings you want to edit.
2. Click . The „Edit” window will open.
3. Make changes to the settings.
4. Click “OK” and close the window.



If the user is logged in when any changes are being made to the user’s settings, e.g. user name, password or rights, they will take effect after the user logs out of the program.

7.4.5 Deleting a user

1. On the list of users, select user(s) you want to delete.
2. Click .
3. Click “Yes” to confirm.
4. User(s) will be deleted from the list.
5. Click “Close” or close the window.



If the user being deleted is logged in, the user will be able to operate the program until they log out.

7.5 Changing password

This window is used to change the password.



The user should change the password after logging into the program for the first time.

The password must be at least 4 characters long (digits, letters and special characters).

The password characters will be hidden when you type them in.

Old password – previously used password.

New password – password to be used from now on.

Confirm password – re-enter the new password to confirm.

Apply – click to save the new password.

Cancel – click to close the window.

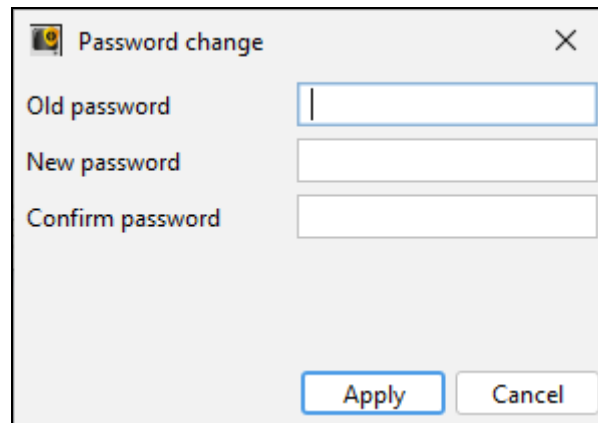


Fig. 30. "Password change" window.

1. Enter the previous password in the "Old password" field.
2. Enter the new password in the "New password" field.
3. Re-enter the new password in the "Confirm password" field.
4. Click "Apply".

7.6 Mimic boards

This window is used to specify how the mimic boards should visualize the status of the monitored sites.

Number of boards (0-63) – number of mimic boards connected to the monitoring station. Each mimic board illustrates the status of 64 sites. You can connect from 0 to 63 boards (by default: 0). Programming 0 will disable support of the mimic boards.

Frequency x0.5s (1-255) – speed at which the LED lighting templates are to move. The entered value is multiplied by 0.5 seconds. You can program from 1 to 255 seconds (by default: 4).

Indicate received event – if this option is enabled, the mimic boards indicate receiving events from the subscriber. When event is received, the LEDs assigned to the subscriber flash alternately for 2 seconds. After this time, the LEDs show the subscriber's status.

- 1 – if this option is enabled, you can check how one LED lights up after running the template. The LED is represented in graphical form.
- 2 – if this option is enabled, you can check how both LEDs light up after running the template. This will allow you to observe two different statuses at the same time. The LEDs are represented in graphical form.

[Templates] – each template is made of 8 fields. A highlighted field means that the LED is ON. To highlight / grey out the field, click the field. If you want to check how the LEDs light up according to the template, click its name. The LED operation will be shown in the upper right corner of the window.

Template for LED 1 – you can define the LED 1 lighting template for the following statuses:

- Armed,
- Partially armed,
- Disarmed,
- Armed - wrong status,
- Partially armed - wrong status,
- Disarmed - wrong status.

Template for LED 2 – you can define the LED 2 lighting template for the following statuses:

- Alarm,
- Trouble,
- Alarm, Trouble.

Template for LEDs 1 and 2 – you can define the LEDs lighting template for the following statuses:

- Subscriber not in database,
- Subscriber inactive.

Apply – click to save introduced changes to the database and restart mimic board LEDs.

Close – click to close the window.

The screenshot shows the 'Mimic boards' window with the following configuration:

- Number of boards (0-63):** 0
- Frequency x0.5s (1-255):** 4
- Indicate received event:** ☐
- LED Template 1 (Green LEDs):**
 - Armed: 8 green LEDs
 - Partially armed: 4 grey, 4 green LEDs
 - Disarmed: 8 grey LEDs
 - Fully armed - incorrect arm status: 2 green, 2 grey, 2 green, 2 grey LEDs
 - Partially armed - incorrect arm status: 1 grey, 1 green, 1 grey, 1 green, 1 grey, 1 green, 1 grey, 1 green LEDs
 - Disarmed and should be armed: 1 grey, 1 green, 1 grey, 1 green, 1 grey, 1 green, 1 grey, 1 green LEDs
- LED Template 2 (Red LEDs):**
 - Alarm: 4 grey, 4 red LEDs
 - Trouble: 1 grey, 1 red, 1 grey, 1 red, 1 grey, 1 red, 1 grey, 1 red LEDs
 - Alarm, Trouble: 8 red LEDs
- LED Template 3 (Yellow and Grey LEDs):**
 - No subscriber in database: 8 grey LEDs
 - Inactive subscriber: 1 yellow, 7 grey LEDs

Buttons: **Apply** and **Close**

Fig. 31. "Mimic boards" window.

7.7 Regions

This window is used to add and edit regions. The alarm systems can be grouped according to any selected criteria into units called "regions". It is easier to manage a large number of alarm systems if they are properly grouped into regions. The grouping criterion does not have to be the area in which they are located; e.g. it can be the company or person servicing these alarm systems.

By default, one region is created. It cannot be deleted but you can change its name.

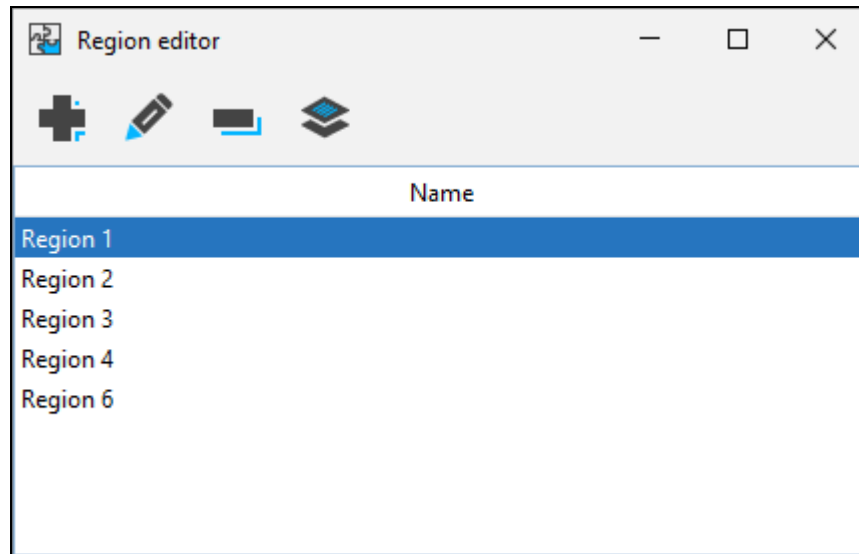


Fig. 32. “Region editor” window after the first-time start of the STAM-2 Client program.



– click to add a region (see: “New” / “Edit” window).



– click to edit the selected region (see: “New” / “Edit” window).



– click to delete the selected region (see: Deleting the item(s)).



A region to which a subscriber is assigned cannot be deleted.



– click to copy the selected region (see: Copying the item settings).

7.7.1 “New” / “Edit” window

This window is used to add / edit a region.

Name – name of the added region.

OK – click to save the changes. This button is active if you enter the name of the added region.

Cancel – click to close the window.

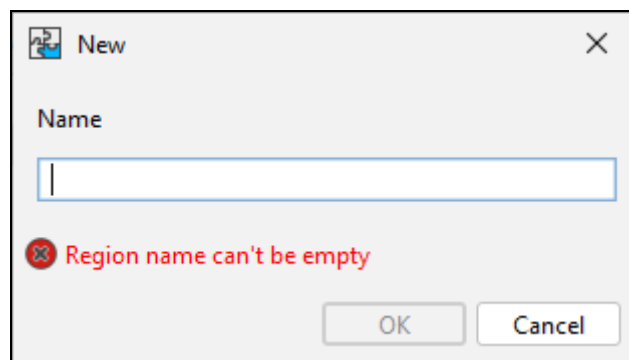


Fig. 33. “New” window when adding a region.

7.8 Notification editor

In this window you can define the service providers for sending different types of messages, define the templates for those messages and create a global phone book for notifications.

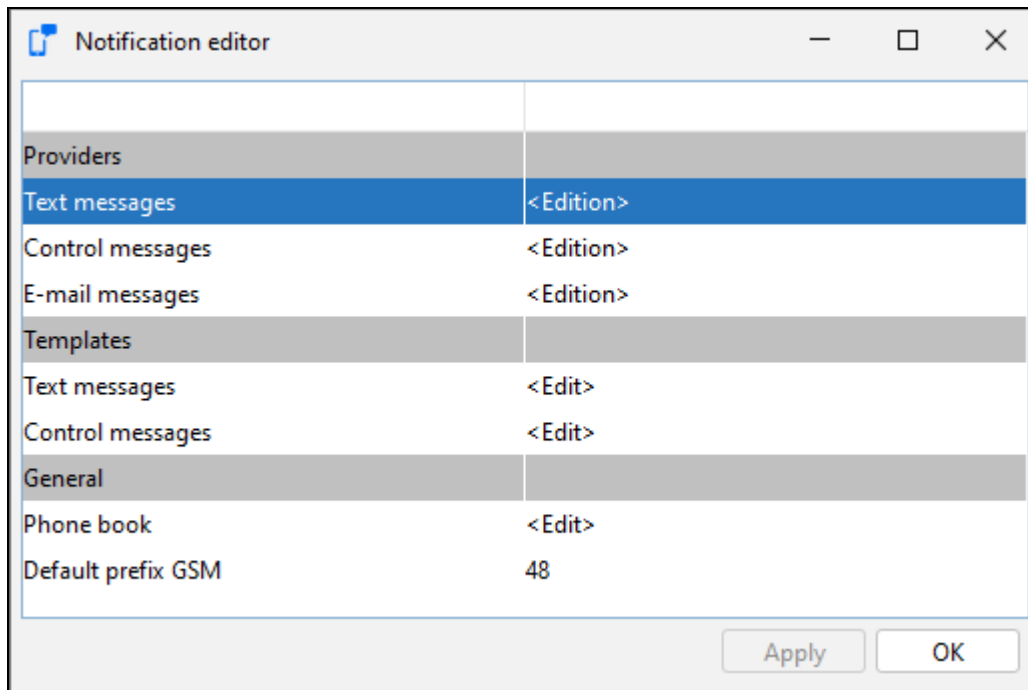


Fig. 34. "Notification editor" window.

7.8.1 Providers

Text messages – click to open the "Text messages" window (see: "Text messages" window).

Control messages – click to open the "Control messages" window (see: "Control messages" window).

E-mail messages – click to open the "E-mail messages" window (see: "E-mail messages" window).

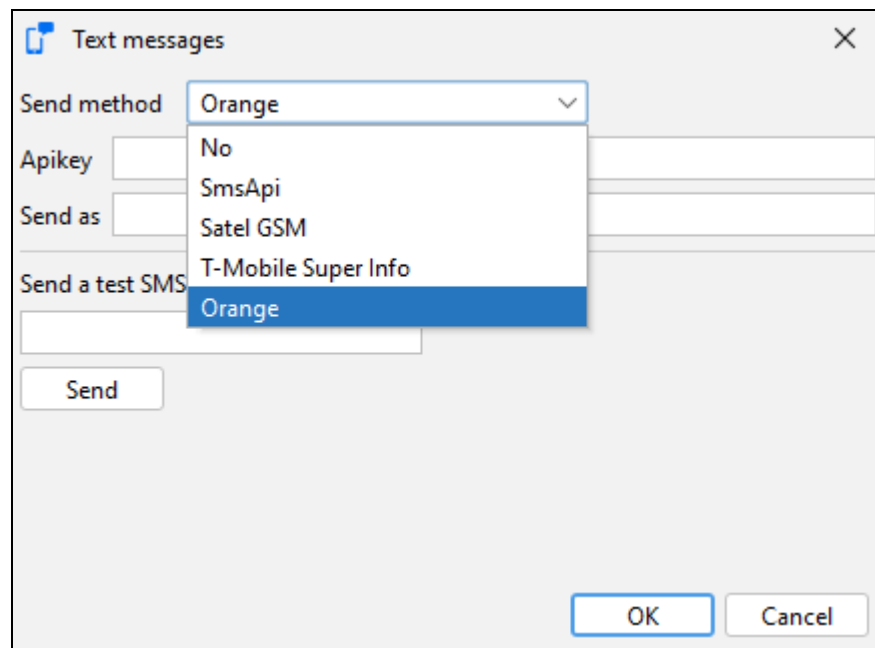
7.8.1.1 "Text messages" window

In this window you can define the service provider for sending text messages.

Send method – name of the service provider for sending and delivering SMS messages to and from subscribers. You can select from: SmsApi, Satel GSM, T-Mobile Super Info or Orange. When the window will open, specify the parameters necessary for sending SMS messages. The parameters are dependent on the selected provider.

OK – click to save the changes. This button is active if you select the name of the provider.

Cancel – click to close the window.

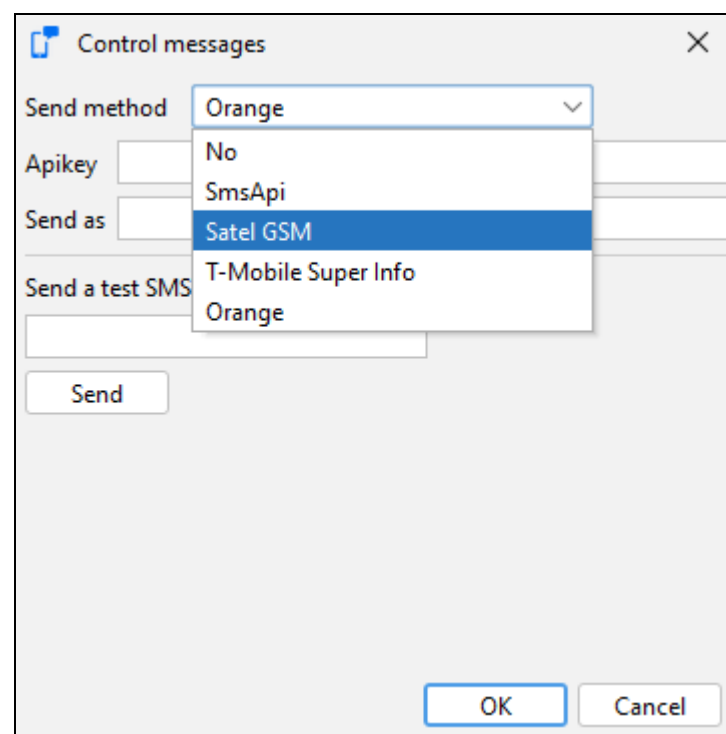


The 'Text messages' dialog box contains the following elements:

- Send method:** A dropdown menu with 'Orange' selected. The open list shows: No, SmsApi, Satel GSM, T-Mobile Super Info, and Orange (highlighted).
- Apikey:** A text input field.
- Send as:** A text input field.
- Send a test SMS:** A text input field.
- Buttons:** 'Send', 'OK', and 'Cancel'.

Fig. 35. Example of parameters for the service provider for sending text messages.

7.8.1.2 “Control messages” window



The 'Control messages' dialog box contains the following elements:

- Send method:** A dropdown menu with 'Orange' selected. The open list shows: No, SmsApi, Satel GSM (highlighted), T-Mobile Super Info, and Orange.
- Apikey:** A text input field.
- Send as:** A text input field.
- Send a test SMS:** A text input field.
- Buttons:** 'Send', 'OK', and 'Cancel'.

Fig. 36. Example of parameters for the service provider for sending control messages.

In this window you can define the service provider for sending control messages.

Send method – name of the service provider for sending control messages from the monitoring station to the monitored devices. You can select from: SmsApi, Satel GSM, T-Mobile Super Info or Orange. When the window will open, specify the parameters

necessary for sending control messages. The parameters are dependent on the selected provider.

OK – click to save the changes. This button is active if you select the name of the provider.

Cancel – click to close the window.

7.8.1.3 “E-mail messages” window

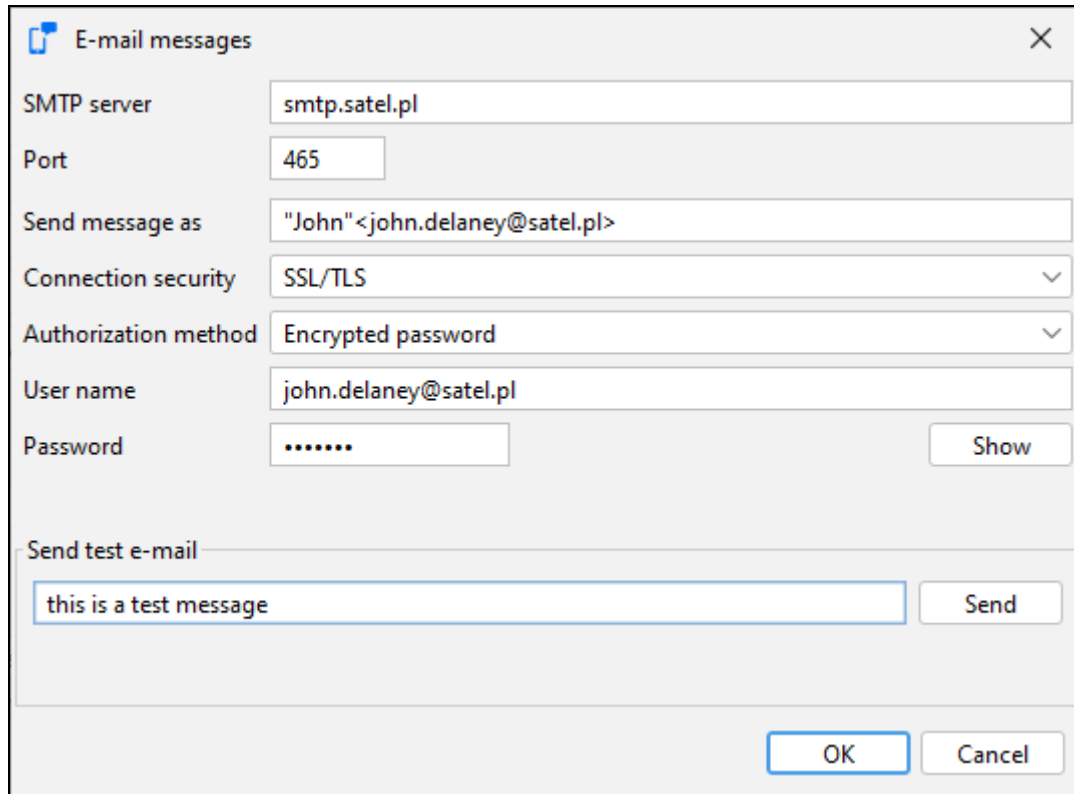


Fig. 37. Example of settings for e-mail messages and for sending of these messages.

In this window you can configure the settings for the e-mail messages and for sending of these messages.

SMTP server – outgoing mail server address.

Port – outgoing mail port number.

Send message as – name of the sender and their e-mail address. The required format is: "name"<e-mail address>

Connection security – you can decide whether or not the outgoing mail should be encrypted and select the encryption method:

Without encryption – outgoing mail is not encrypted.

STARTTLS – outgoing mail is encrypted using the STARTTLS protocol.

SSL/TLS – outgoing mail is encrypted using the SSL/TLS protocol.

Authorization method – you can decide whether or not to enable the authorization of the outgoing mail and select the authorization method:

None – authorization of the outgoing mail is disabled.

Password sent as plain text – authorization of the outgoing mail is based on a password sent openly. This means that the password will be available to anyone listening in on a given transmission / connection.

Encrypted password – authorization of the outgoing mail is based on an encrypted password.

User – name of the e-mail account used for authorization by the SMTP server (login to e-mail account).

Password – password used for authorization by the SMTP server.

Show – click to see the password.

Send test e-mail – message content.

Send – click to send the test message.



If there are any problems sending the test message, a message will be displayed to inform you about it.

OK – click to save the changes.

Cancel – click to close the window.

7.8.2 Templates

Text messages – click the field to open the “Text messages” window (see: “Text messages” window).

Control messages – click the field to open the “Control messages” window (see: “Control messages” window).

7.8.2.1 “Text messages” window

In this window you can define text message templates.

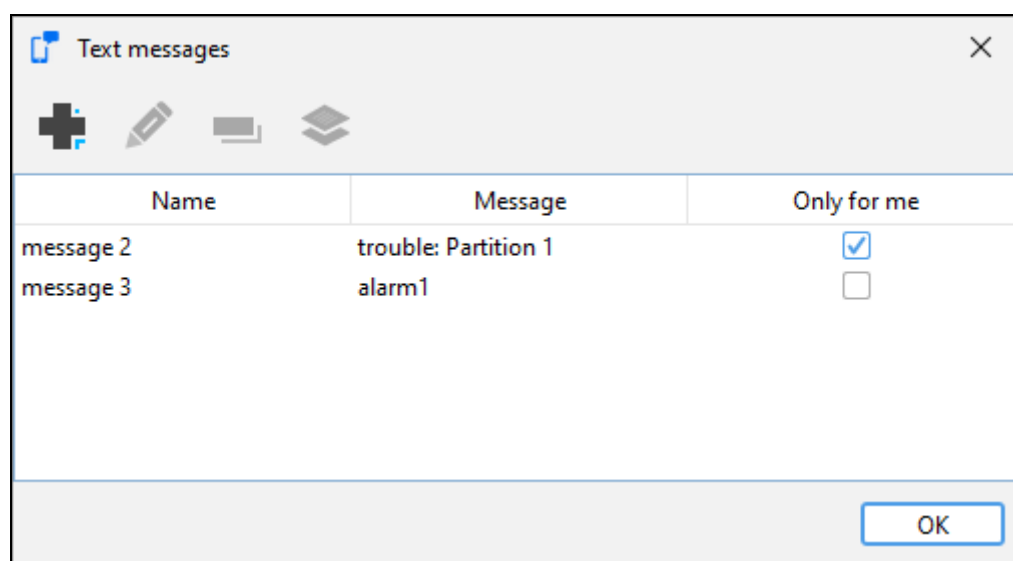


Fig. 38. Window with text message templates.



– click to add a text message template (see: “New” / “Edit” window).



– click to edit the selected template (see: “New” / “Edit” window).



– click to delete the selected template (see: Deleting the item(s)).



– click to copy the selected template (see: Copying the item settings).

List of text message templates

Name – unique template name.

Message – content of the message to be sent.

Only for me – if this option is enabled, the template is only available locally (on the computer where the option has been enabled).

OK – click to save the changes.

To sort the data, click the header of the selected column.

“New” / “Edit” window

This window is used to add / edit a text message template.

Name – unique template name.

Message – content of the message to be sent.

[list of tags] – tag(s) that can be permanently included in the message content. You can select from: subscriber name, subscriber address, my phone number, location. Click the drop-down menu symbol and select tag(s) from the list.



– click to add the selected tag to the message.

The message is only available on this computer – if this option is enabled, the message is only available locally.

OK – click to save the changes. This button is available if you entered the template name.

Cancel – click to close the window.

Fig. 39. “New” window for a text message template.

7.8.2.2 “Control messages” window

In this window you can define control message templates.

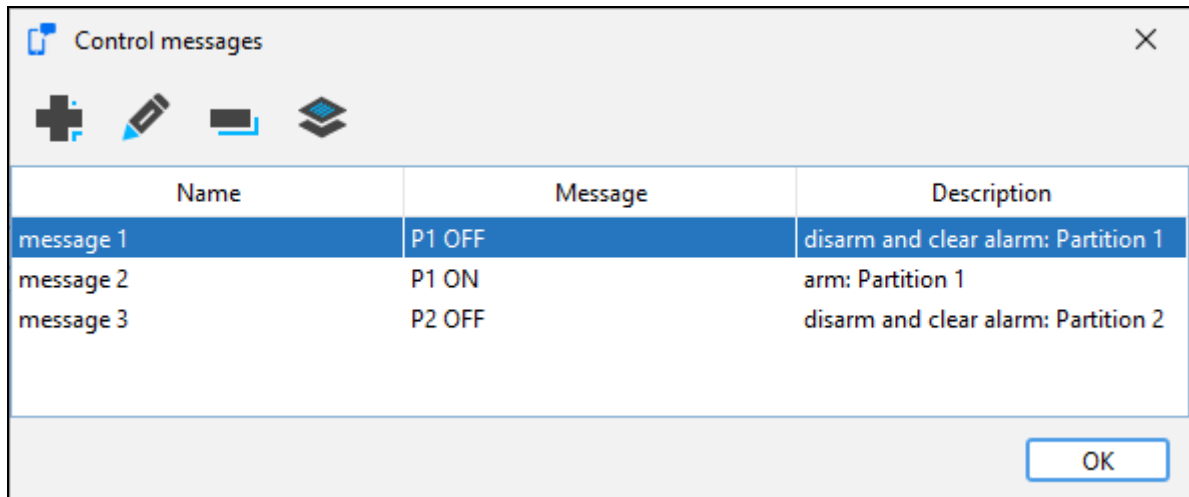


Fig. 40. Window with control message templates.



– click to add a control message template (see: “New” / “Edit” window).



– click to edit the selected template (see: “New” / “Edit” window).



– click to delete the selected template (see: Deleting the item(s)).



– click to copy the selected template (see: Copying the item settings).

List of control message templates

Name – unique template name.

Message – content of the message to be sent.

Description – explanation of the message to be sent.

OK – click to save the changes.

To sort the data, click the header of the selected column.

“New” / “Edit” window

This window is used to add / edit a control message template.

Name – unique template name.

Message – content of the message to be sent.

Description – explanation of the message to be sent.

OK – click to save the changes.

Cancel – click to close the window.

Fig. 41. “New” window for a control message template.

7.8.3 General

Phone book – click the field to open the „Phone book” window (see: “Phone book” window).

Default prefix GSM – country code. The country code will be added before the cell phone number, to which an SMS message will be sent to notify that the alarm code is received (by default: 48 – country code for Poland).

7.8.3.1 “Phone book” window

In this window you can enter the phone numbers to which notifications will be sent.

Name	Phone no.	Only for me
no 1	333666555	☒
no 2	333666222	☐
no 4	111222333	☐

Fig. 42. “Phone book” window.



– click to add a phone number to which notifications will be sent (see: “New” / “Edit” window).



– click to edit the selected phone number (see: “New” / “Edit” window).



– click to delete the selected phone number (see: Deleting the item(s)).



– click to copy the selected phone number (see: Copying the item settings).

List of phone numbers

Name – unique phone number / phone owner name.

Phone no. – phone number to which notifications will be sent.

Only for me – if this option is enabled, the phone number is only available locally (on the computer where the option has been enabled).

OK – click to save the changes.

To sort the data, click the header of the selected column.

“New” / “Edit” window

This window is used to add / edit a phone number to which notifications will be sent.

Name – unique phone number / phone owner name.

Phone no. – phone number to which notifications will be sent.

The message is only available on this computer – if this option is enabled, the phone number is only available locally.

OK – click to save the changes. This button is available if you entered the name and phone number.

Cancel – click to change the window.

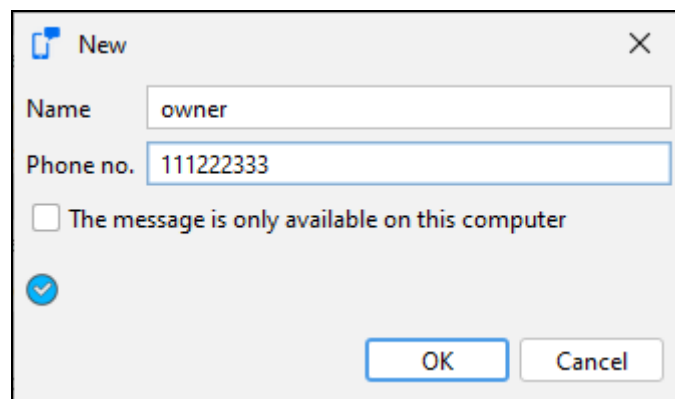


Fig. 43. “New” window when adding a phone number for notification.

7.9 “Subscribers” window

This window is used to add, edit and delete subscribers. Which of the icons will be displayed in the window depends on the user rights.



– click to add a subscriber (see: “Subscriber” window).



– click to view data of the selected subscriber (see: “Subscriber” window).



– click to edit settings of the selected subscriber (see: “Subscriber” window).



– click to delete the selected subscriber (see: Deleting the item(s)).



– click to open a map with the subscriber location in your browser window.



– click to send a notification to the phone number or e-mail address assigned to the selected subscriber (see: “Notify” window).



– click to send an event SMS to the selected subscriber (see: “Send SMS” window).



- click to disable the selected subscriber for the period of service work (see: “Service” window).



- click to open the “Event log” window with only events related to the selected subscriber (see: “Event log” window).



- click to view details of the selected subscriber (see: “Detailed information” window).



- click to see the list of plans of the selected subscriber (see: “Plans” tab).



- click to export data of the selected subscriber(s). When the “Save” window will open, select the file location to which the data will be exported. Enter the file name and click “Save”.



If you want to select several subscribers, press and hold Ctrl and click subscribers to select them. If you want to select all subscribers, click one of them, then press Ctrl+A.



- click to import subscriber data. When the “Open” window will open, select the file from which data will be imported. Only data of subscribers whose identifiers currently do not exist in the system will be imported.



- click to see the list of deleted subscribers. If you want to restore a subscriber, select the subscriber on the list and click it. Click “Yes” to confirm that you want to restore this subscriber.



When the subscriber is restored, only the subscriber’s data from the „General” tab will be restored.

Click again  to return to the list of subscribers.

7.9.1 List of subscribers

The list of subscribers is displayed in a table. The type of information visible in the table depends on which columns you choose to display on the list. Additionally, you can sort the subscriber data by column name.



A user assigned to a specific region can only see subscribers active in that region.

The program remembers the last selected item from the list and the height and width of the displayed window.

Filter – to find a subscriber (also a deleted one), click and enter a string of characters that you are searching for.

ID – identification number assigned automatically to each new subscriber.

No. – subscriber reference number.

Created – date and time of adding the subscriber.

Status – information whether the subscriber is currently active or inactive.

Name – unique subscriber name.

Address – subscriber address.

Telephone – subscriber telephone number.

Installer – data of the company or person who installed the subscriber’s alarm system or is currently responsible for maintenance and operability of the system.

Additional information – additional subscriber data.

Region – name of the region to which the subscriber is assigned.

Identifiers – list of identifiers defined for the subscriber.

GSM – number of the subscriber GSM/LTE module.

 – click to open the drop-down menu. You can select or deselect the items to decide which columns will be visible in the table. Additional functions are available in the menu:

Horizontal Scroll – if this option is enabled, you can move the columns with subscriber data left or right by using the available slider.

Pack All Columns – click this option if you want the column widths to be automatically adjusted to the content.

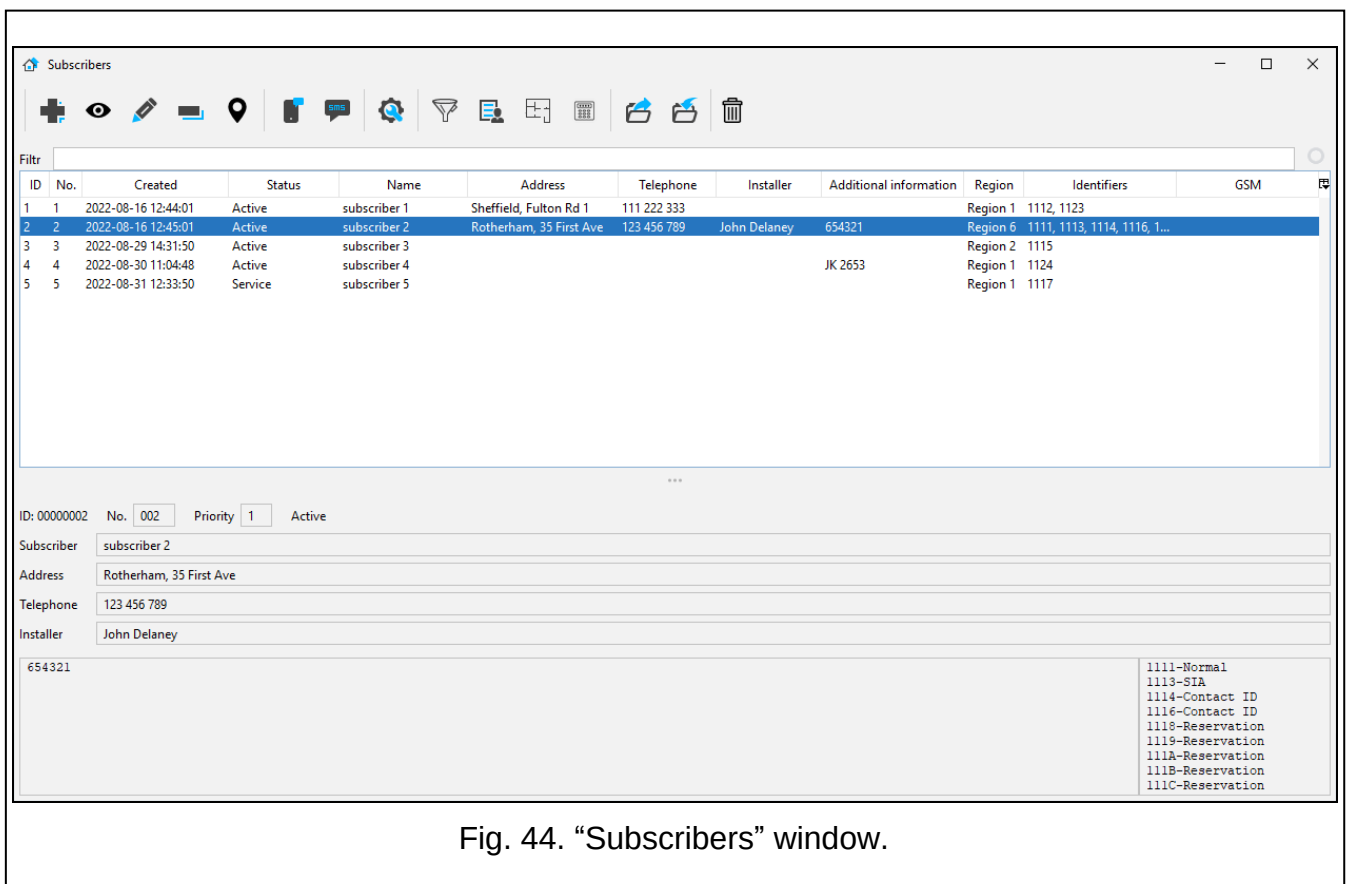


Fig. 44. "Subscribers" window.

Data of the selected subscriber are displayed below the list of subscribers:

ID – subscriber identification number.

No. – subscriber reference number.

Priority – subscriber priority level.

Status – information whether the subscriber is currently active or inactive.

Subscriber – subscriber name.

Address – subscriber address.

Telephone – subscriber phone number.

Installer – data of the company or person who installed the subscriber's alarm system or is currently responsible for maintenance and operability of the system.

[Additional information] – additional subscriber data.

[List of identifiers] – list of identifiers defined for the subscriber.

7.9.2 "Subscriber" window

This window is used to add a subscriber. Some tabs will be available only after you save (add) a subscriber.

7.9.2.1 “General” tab



If a subscriber data template has been created, the data from the template will be entered by default for the new subscriber (see: description of „Save as template” button).

ID – identification number assigned automatically to each new subscriber. The number is unique and will never be assigned again, even after the subscriber is removed.

No. – subscriber reference number. The number is assigned to the subscriber automatically when adding. You can change it. Double-click the “No.” field and enter digits. The reference number is used in the “Status board” window in which the subscribers are sorted by their reference numbers.

Priority – subscriber priority level. You can program a value from 0 to 9. By default it is 1. The subscriber priority is only significant when handling unhandled events (alarms, troubles or arm status events). The events are then displayed according to the subscriber priority. The events related to a high-priority subscriber take precedence. If some subscribers have the same priority, precedence will be given to the events related to a high-priority subscriber, which were received first, i.e. remained unhandled for the longest period of time.

Active – if this option is enabled, the subscriber is active, which means that:

- events received from the subscriber are handled by operators,
- test transmissions and arm status of sites are supervised,
- information on the subscriber status is displayed in the “Status board” window.

By default, this option is enabled. If the subscriber is inactive:

- events received from the subscriber are not handled by operators but they are automatically saved in the event log as handled,
- test transmissions and arm status of sites are not supervised,
- information on the subscriber status is not displayed in the “Status board” window.

Name – unique subscriber name. It is required.

Address – subscriber address. It is required.

Location – address of the website with a map showing the location of the subscriber site.



– click to open a browser window with the subscriber location.

Telephone – subscriber phone number. It is required.

Installer – data of the company or person who installed the subscriber’s alarm system or is currently responsible for maintenance and operability of the system.

Region – name of the region to which the subscriber is assigned. If you want to change it, click the drop-down menu symbol and select one of the available regions.

Additional information – additional information on the subscriber. For example, you can enter the telephone numbers to which the GSM/LTE module will be able to send an SMS message notifying you of the event. It is recommended that the data be entered in the following way: first the name of the phone owner, and then the phone number (e.g. John Smith 585656565). The information will be available in the “Information” tab, in the subscriber-related event handling window.

Skipping – options available to a user with the “editing skips” right. You can use them to define how to handle the alarm / trouble event codes coming from the subscriber.

Do not skip any codes – if this option is enabled, no alarm event will be omitted. Each of them will bring up the alarm window.

Skip identical code – if this option is enabled, having received an alarm event, the monitoring station will skip alarm events with the same identifier and code over the time

period defined in the “Skipping time [1-30 min]” field. These events will be automatically saved in the event log as handled. The event details will include information that the code was skipped.

Fig. 45. “General” tab in “Subscriber” window.

Skip codes in partition – if this option is enabled, having received an alarm event, the monitoring station will skip alarm events with the same identifier from the same partition over the time period defined in the “Skipping time [1-30 min]” field. These events will be automatically saved in the event log as handled. The event details will include information that the code was skipped. This option can be useful if the subscriber has a few detectors in the room, and alarms from them mean practically one alarm.

Skip troubles – if this option is enabled, having received a trouble code, the monitoring station will skip trouble events with the same identifier and code over the time period defined in the “Skipping time [1-30 min]” field. They will be automatically saved in the event log as handled. The event details will include information that the code was skipped.

Skipping time [1-30 min] – the time counted from the moment of receiving the alarm or trouble event code. Applies to options: “Skip identical code” or “Skip codes in partition” and “Skip troubles”. You can program from 1 to 30 minutes. By default it is 1 minute.

Simple handling – if this option is enabled, events received from the subscriber will be considered as handled immediately after clicking “Handle” in the event handling window.

Save as template – click to save the subscriber related information as a default template for the new subscriber's data. The new subscriber will have the same: priority, activity status, address, phone number, region, name, location and installer.

Save – click to save the changes.

7.9.2.2 “Plans” tab

You can assign any number of plans to each subscriber.

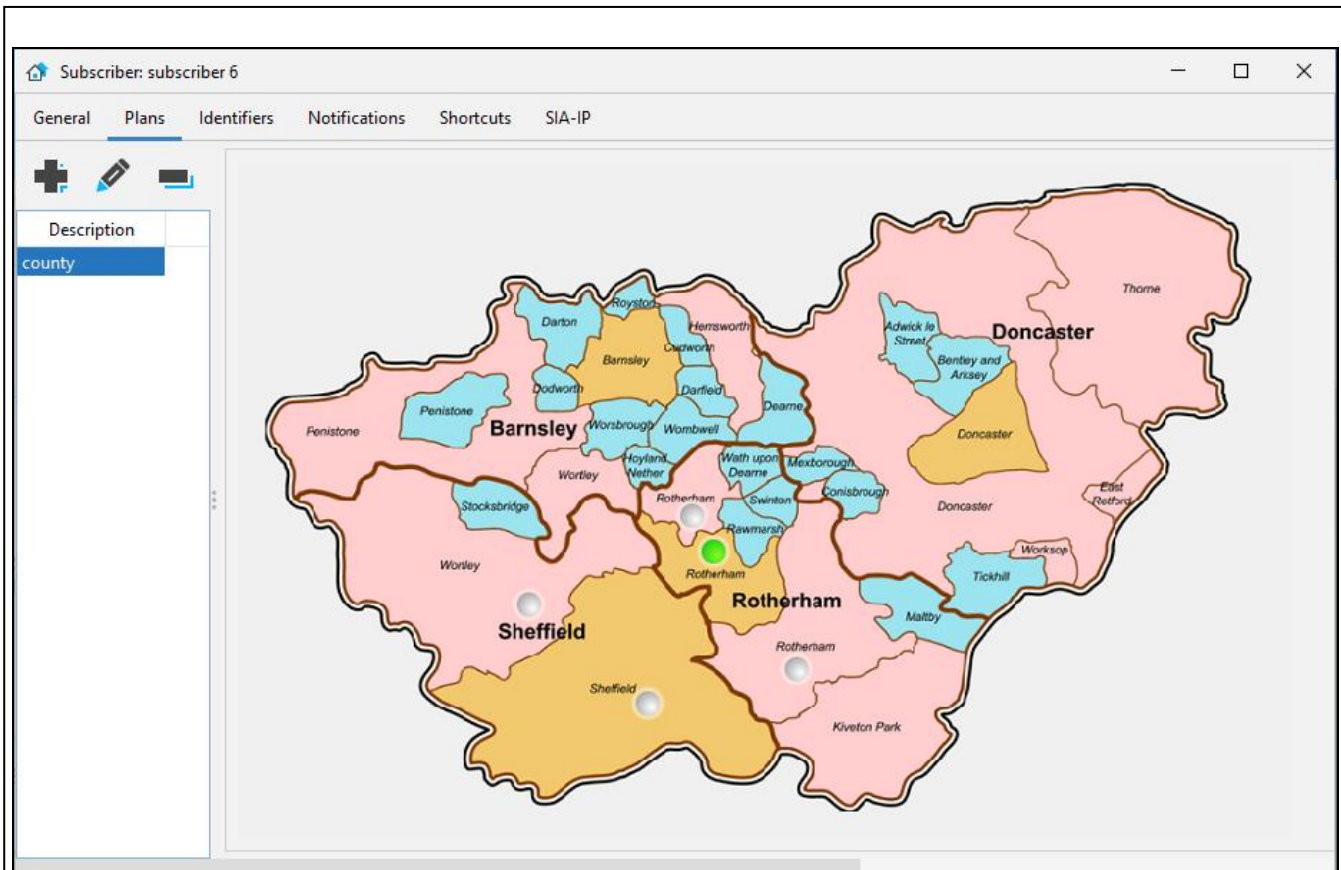


Fig. 46. "Plans" tab in "Subscriber" window.



– click to assign the plan to the subscriber (see: "New" / "Edit" window).



– click to edit the selected plan (see: "New" / "Edit" window).



– click to delete the selected plan (see: Deleting the item(s)).

List of plans

Description – unique plan name. To sort the list by plan name, click the column name.

[...] – if alarm is generated on the site to which the plan is assigned, the alarm symbol (red circle) will be displayed.

"New" / "Edit" window

This window is used to add / edit a plan.

File Name – name of the image file that is used as the plan. The file must be in JPG, JPEG or PNG format.



– click to indicate the path to the image file.

Description – unique plan name.

OK – click to save the changes. This button is active if you indicate the path to the image file and enter the plan name.

Cancel – click to close the window.

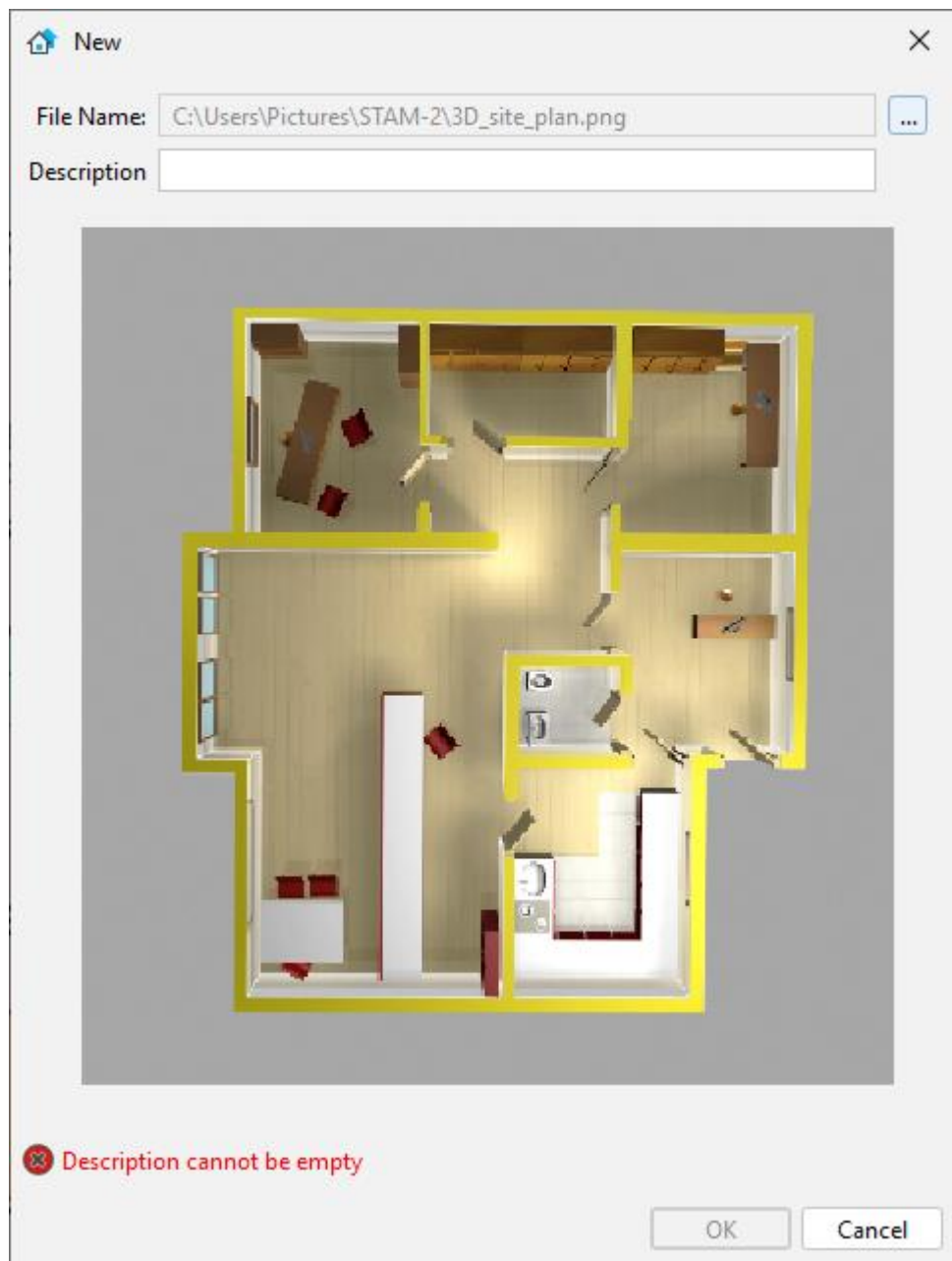


Fig. 47. “New” window when adding a plan to a subscriber.

Zones on the plan [STAM-2 PRO only]

In the STAM-2 PRO program, you can place zones (detectors) on the plan.

1. Right-click the plan. The list of zones on the subscriber's site will be displayed. The list includes: identifier, partition number, zone number and zone description.
2. Click the selected zone from the list. In the upper left corner of the plan, a small gray circle will be displayed to indicate the zone.
3. Put it on the plan in the place where the detector is.
4. Arrange the other detectors in a similar way.



You can check where the given detector has been placed. Select the detector on the list of zones. The corresponding circle on the plan will be highlighted in green.

The plan can also be used for informational purposes. When the monitoring station receives the alarm code from the zone, the corresponding circle will be highlighted in red.

If you want to delete a zone from the plan, right-click the zone, then click „Delete”.

7.9.2.3 “Identifiers” tab



– click to reserve identifiers for the subscriber (see: „New” window and Adding an identifier).



– click to edit the selected identifier (see: “Edit” window and Editing identifiers).



– click to delete the selected identifier (see: Deleting the item(s)).



Please note that deleting the identifier means deleting all settings.



– click to copy the settings of the selected identifier (see: “Copy from...” window).

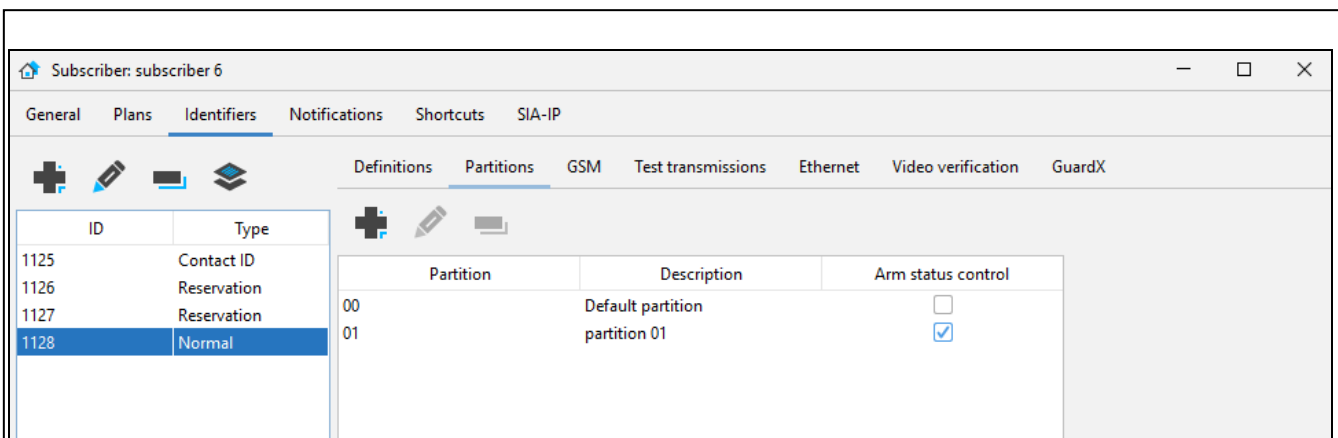


Fig. 48. “Identifiers” tab in “Subscriber” window.

List of identifiers

ID – subscriber’s identifier.

Type – type of subscriber’s identifier:

Normal – identifier for transmissions in the 4/2 formats,

Contact ID – identifier for transmissions in the Contact ID format,

SIA – identifier for transmissions in the SIA format,

Reservation – identifier reserved for the subscriber.

To sort the data, click the header of the selected column.

„New” window

This window is used to reserve identifiers for a subscriber.

How many identifiers do you want to reserve – number of identifiers that you can reserve for the subscriber. Ultimately, you can assign any number of identifiers to each subscriber, but you can reserve from 1 to 10 identifiers at a time.

Start search from – identifier from which the program should start searching for free identifiers.

OK – click to save the changes.

Cancel – click to change the window.

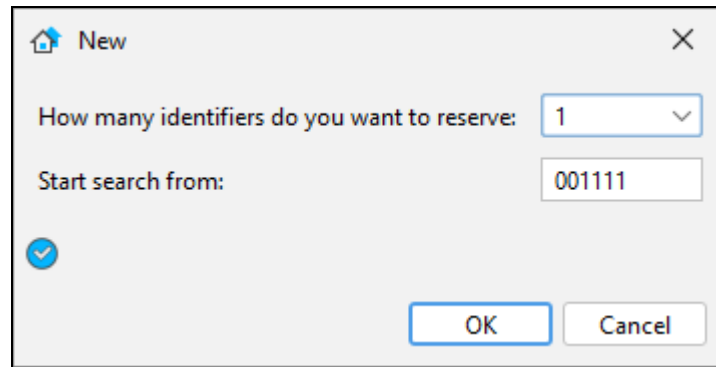


Fig. 49. “New” window when adding an identifier to the subscriber.

Adding an identifier

1. Click .
2. In the “New” window, select the number of identifiers that you want to reserve for the subscriber in the “How many identifiers do you want to reserve” field.
3. If you want the program to start searching for identifiers from a particular value, enter it in the “Start search from” field.
4. Click “OK”. The reserved identifier(s) will be displayed in the list of identifiers.
5. If you want to assign more identifiers to the subscriber, repeat steps 1 to 4.

“Edit” window

In this window you can edit the identifier parameters.

Type – type of subscriber identifier. You can select from:

Normal – identifier for transmissions in the 4/2 formats,

Contact ID – identifier for transmissions in the Contact ID format,

SIA – identifier for transmissions in the SIA format,

Reservation – identifier reserved for the subscriber.

Identifier – subscriber identifier. It is a string of 6 characters (digits or letters from A to F). Do not enter 0 in the middle. To change the identifier, enter different characters. If you enter an identifier that already exists, a message will be displayed informing you about it.



Please note that changing the identifier type means deleting all identifier settings.

Extended kiss-off – if this option is enabled, the extended kiss-off signal is used to confirm the reception of the code. This option applies only to the transmission of Contact ID codes via telephone lines. The option is available after selecting the “Contact ID” identifier type.

OK – click to save the changes.

Cancel – click to close the window.

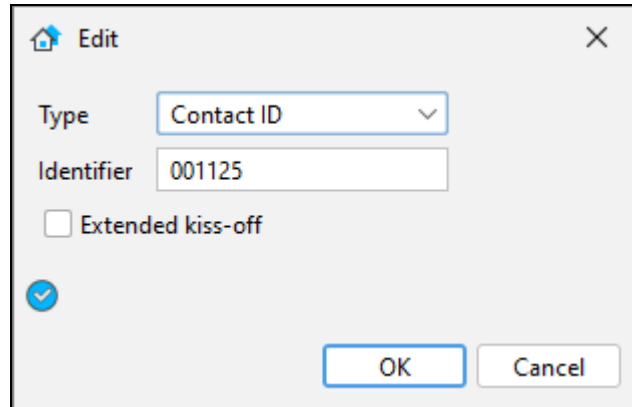


Fig. 50. "Edit" window when editing an identifier.

Editing identifiers

1. In the list of identifiers, select the identifier you want to edit.
2. Click . The "Edit" window will open.
3. Change the settings.
4. Click "OK". The changed identifier will retain all settings entered in the active tabs for the previous identifier.



The program checks whether it is possible to save the identifier.

"Copy from..." window

This window is used to copy the settings of an identifier available in the database. The copied identifier must be of the same type.

Source identifier – identifier whose settings you can copy.

Copy all – if this option is enabled, all settings will be copied.

Definitions – if this option is enabled, the settings from the "Definitions" tab will be copied.

Partitions – if this option is enabled, the settings from the "Partitions" tab will be copied.

All – if this option is enabled, the settings from all partitions will be copied.

Selected – if this option is enabled, the settings from the selected partition will be copied. Enter its number in the adjacent field.

Arm statuses – if this option is enabled, the defined arm statuses will be copied.

Exceptions – if this option is enabled, the defined exceptions will be copied.

Actions – if this option is enabled, the defined partition actions will be copied.

GSM – if this option is enabled, the settings from the "GSM" tab will be copied. In the adjacent field, enter the number of the GSM/LTE module added to the subscriber.

Test transmissions – if this option is enabled, the settings from the "Test transmissions" tab will be copied.

Ethernet – if this option is enabled, the settings from the "Ethernet" tab will be copied. In the adjacent field, enter the address of the card to which the identifier is to be assigned.

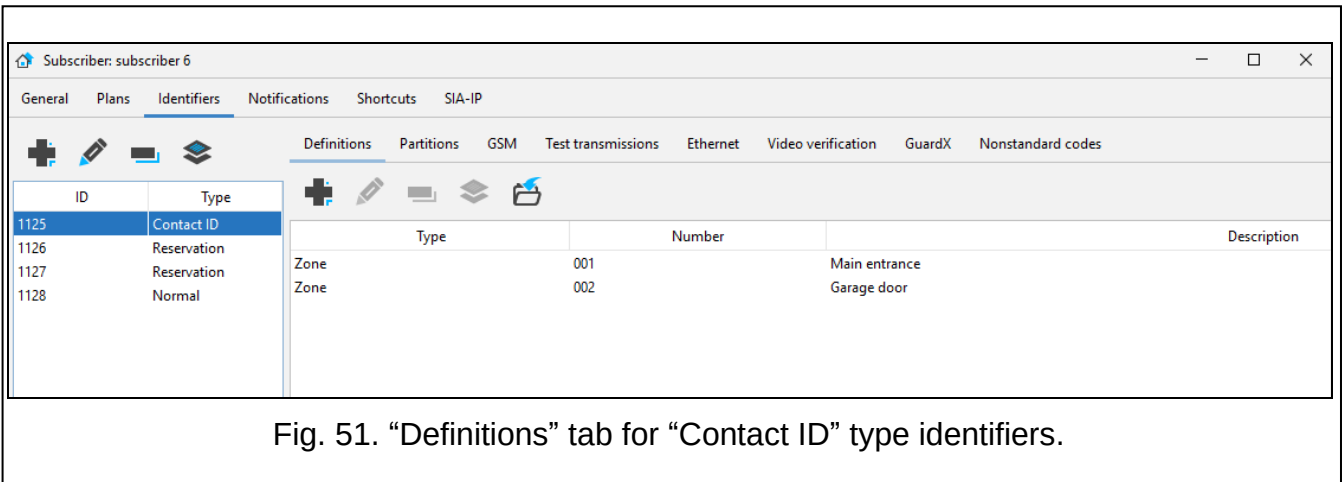
Nonstandard codes – if this option is enabled, the settings from the "Nonstandard codes" tab will be copied.

Copy – click to copy the settings.

Close – click to close the window.

“Definitions” tab for “Contact ID” type of identifiers

This tab is used to define additional detailed descriptions for the events received in the Contact ID format. Additional descriptions are not necessary, but they make handling events easier.



– click to add an event description (see: “New” / “Edit” window).



– click to edit the selected description (see: “New” / “Edit” window).



– click to delete the selected description (see: Deleting the item(s)).



– click to copy the settings of the selected description (see: Copying the item settings).



– click to load the list of descriptions exported using the DLOAD64 or DLOADX program. In the „Open” window, select the file from which the descriptions of zones/users/expanders will be imported.

List of descriptions for events received in the Contact ID format

Type – type of item which the description refers to:

- Zone,
- User,
- Expander.

Zone / User / Expander – number of zone / user / expander.

Description – name of zone / user / expander.

To sort the data, click the header of the selected column.

“New” / “Edit” window

This window is used to add / edit an event description.

Type – type of item which the description refers to. You can select:

- Zone,
- User,
- Expander.

Zone/User/Expander – number of zone / user / expander to which the name entered in the “Description” field will be assigned.

Description – name of zone / user / expander. It will appear in events referring to the given zone / user / expander.

OK – click to save the changes. This button is active if all fields are completed.

Cancel – click to close the window.

Fig. 52. “New” window for definition of “Contact ID” type identifier.

“Definitions” tab for “Normal” type of identifiers

In this tab you can define the event codes.



– click to add an event code (see: “New” / “Edit” window).



– click to edit the selected code (see: “New” / “Edit” window).



– click to delete the selected code (see: Deleting the item(s)).



– click to copy the selected code (see: Copying the item settings).



– click to load the list of code templates provided with the program. In the “Open” window, select the file from which the templates will be imported. The files have the WZ1 or WZ2 extension and can be found in the “templates” folder (a folder of the STAM-2 Client program). You can edit the imported templates or add your own using any text editor.

ID	Type	Code	Decode	Type	Partition	Description
1125	Contact ID					
1126	Reservation					
1127	Reservation					
1128	Normal					
01		00		Arming	02	arming partition 02
20		00		Disarming	02	disarming partition 02

Fig. 53. “Definitions” tab for “Normal” type identifiers.

List of event codes received in the Normal format

Code – 2 characters (digits and letters from A to F) assigned to an event.

Decode – 2 characters (digits and letters from A to F) assigned to a trouble that will be restored upon receipt of the “Restore” type code.

Type – event type:

Alarm

Arming (arming the system)

Disarming (disarming the system)

Trouble

Restore (end of trouble)

Test (test transmission)

Remark

Other

Partition – number of partition.

Description – description of event.

To sort the data, click the header of the selected column.

“New” / “Edit” window

This window is used to define / edit an event code.

Type – event type:

Alarm – the code requires intervention of the monitoring station operating personnel (after receiving the code, the alarm handling window will be open).

Arming – the code requires no intervention of the monitoring station operating personnel, but allows you to verify whether the arming occurred within the time interval defined for the particular arm status (see: “Partitions” tab).

Disarming – the code requires no intervention of the monitoring station operating personnel, but allows you to verify whether the arming occurred within the time interval defined for the particular arm status (see: “Partitions” tab).

Trouble – the code requires intervention of the monitoring station operating personnel (after receiving the code, the trouble handling window will be open).

Restore – the code requires no intervention of the monitoring station operating personnel. For this code it is necessary to enter in the “Decode” field the code of the trouble to be restored.

Test – the code requires intervention of the monitoring station operating personnel, unless it is received according to the defined rules (see: “Test transmissions” tab).

Remark – the code requires no intervention of the monitoring station operating personnel. When received, it will be saved into the event log and signaled by a sound.

Other – the code requires no intervention of the monitoring station operating personnel. When received, it will be saved into the event log.

Decode – 2 characters (digits and letters from A to F) assigned to a trouble that will be restored upon receipt of the “Restore” type code. The field is available if you select the “Restore” code type.

Partition – partition number in the subscriber’s alarm system. In case of certain codes, selection of the partition will affect the reaction pattern of the monitoring station. It applies to the “Alarm” type codes (see “Skip codes in partition” option) and the codes of “Arming” and “Disarming” type (see: “Arm statuses” tab and “Exceptions” tab). In addition, for the codes of “Alarm” and “Troubles” type which come from a particular partition, it is necessary

to define actions to be taken by the monitoring station personnel after the codes are received (see: “Actions” tab).

Code – 2 characters (digits and letters from A to F) assigned to an event. Digit 0 in the first position means entering a one-digit code.

Description – description of the event assigned to the code. It will be shown in the “Event log” and in event handling windows.

OK – click to save the changes. This button is active if all required fields are completed.

Cancel – click to close the window.

Fig. 54. “New” window for definition of “Normal” type identifier.

“Definitions” tab for “SIA” type of identifiers

This tab is used to define additional detailed descriptions for the events received in the SIA format. Additional descriptions are not necessary but they make handling events easier.

Type	Number	Description
User	001	John Delaney
Zone	002	Garage

Fig. 55. “Definitions” tab for “SIA” type identifiers.



- click to add an event description (see: “New” / “Edit” window).
- click to edit the selected description (see: “New” / “Edit” window).
- click to delete the selected description (see: Deleting the item(s)).



- click to copy the selected description (see: Copying the item settings).



- click to load the list of descriptions exported from the DLOAD64 or DLOADX program. In the “Open” window, select the file from which the descriptions will be imported. The descriptions of zones / users / expanders will be imported.

List of descriptions received in the SIA format

Type – type of item which the description refers to:

- Zone,
- User,
- Expander.

Number – zone / user / expander number.

Description – zone / user / expander name.

To sort the data, click the header of the selected column.

“New” / “Edit” window

Type – type of item which the description refers to. You can select:

- Zone,
- User,
- Expander.

Zone/User/Expander – number of zone / user / expander to which the name entered in the “Description” field will be assigned.

Description – name of zone / user / expander. It will appear in events referring to the given zone.

OK – click to save the changes. This button is active if all fields are completed.

Cancel – click to close the window.

The screenshot shows a dialog box titled "New" with a close button (X) in the top right corner. Inside the dialog, there are three labeled input fields: "Type" is a dropdown menu currently showing "User"; "User" is a text box containing the value "002"; and "Description" is a text box containing the value "user_2". In the bottom left corner of the dialog area, there is a blue circular icon containing a white checkmark. In the bottom right corner, there are two buttons: "OK" and "Cancel".

Fig. 56. “New” window for definition of “SIA” type identifier.

“Partitions” tab

Definitions

Partitions

GSM

Test transmissions

Ethernet

Video verification

GuardX

Nonstandard codes







Partition	Description	Arm status control
00	Default partition	☐
01	partition 01	☒

Fig. 57. “Partitions” tab for “Contact ID” type identifiers (part of “Subscriber” window).



– click to add a partition (see: “New” / “Edit” window).



– click to edit the selected partition (see: “New” / “Edit” window).



– click to delete the selected partition (see: Deleting the item(s)).

List of partitions

Partition – partition number.

Description – partition name.

Arm status control – information on whether the arm statuses in the partition are verified (“Arm statuses” tab and “Exceptions” tab).



For each identifier, partition 00 is automatically created. This is the default partition. The actions defined for this partition will be considered as default ones for all partitions for which individual actions will not be defined.

To sort the data, click the header of the selected column.

“New” / “Edit” window

This window is used to add / edit a partition.

Partition – partition number.

Arm status control – if this option is enabled, the program verifies whether the armed / disarmed status of the partition coincides with the defined arm statuses (“Arm statuses” tab and “Exceptions” tab).

Description – partition name. The name will appear for all events coming from this partition.

OK – click to save the changes. This button is active if you enter the partition number and description.

Cancel – click to close the window.

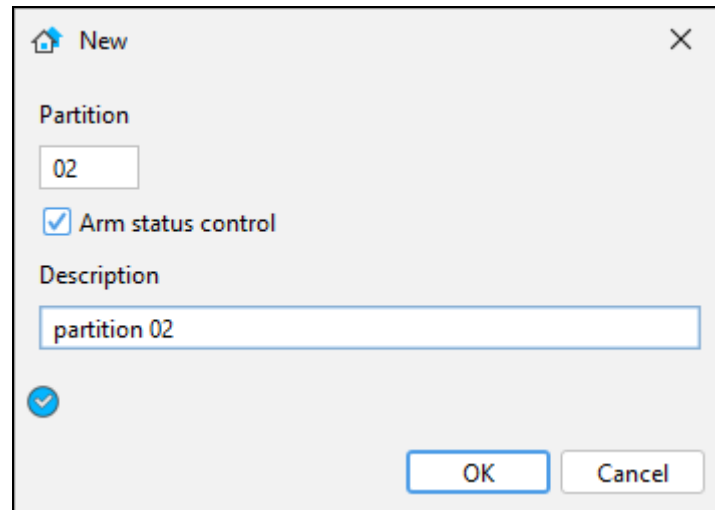


Fig. 58. “New” window when adding a partition.

Adding a partition

1. Click .
2. In the “New” window, enter the partition number in the “Partition” field.
3. If you want to enable the mechanism to verify whether the armed / disarmed status of the partition coincides with the defined arm statuses, select the “Arm status control” field.
4. In the “Description” field, enter the partition name.
5. Click the “OK” button. The new partition will be displayed on the list.

“Arm statuses” tab

The list of arm statuses is displayed in this tab. The arm status is a time interval during which the partition should be armed or disarmed. The program of monitoring station will check whether the partition status corresponds to its predetermined status. If there is any inconsistency, the event window will be displayed to inform the operating personnel thereof. The window is displayed in two cases: at the beginning of the defined time interval and upon receipt of the event informing that the partition status has been changed to one which is inconsistent with the defined status (e.g. the partition has been armed when it should be disarmed, or armed when it should be disarmed). When defining the arm statuses, remember to leave undefined periods between the times of armed and disarmed status, when the partition status will not be monitored, so that the partition can be armed / disarmed.

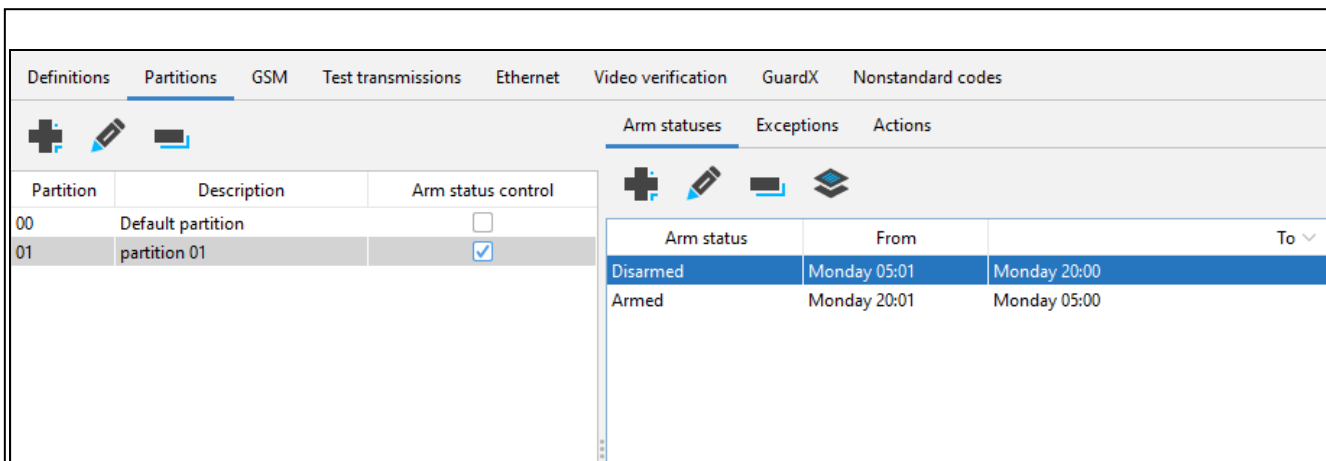


Fig. 59. "Arm statuses" tab (part of "Subscriber" window).



– click to add an arm status (see: „New” / „Edit” window).



– click to edit the selected arm status (see: „New” / „Edit” window).



– click to delete the selected arm status (see: Deleting the item(s)).



– click to copy the selected arm status settings (see: Copying the item settings).

List of arm statuses

Arm status – information on whether the armed status of the system or the disarmed status of the system is verified.

From – date and time from which the system should be armed / disarmed.

To – date and time until which the system should be armed / disarmed.

To sort the data, click the header of the selected column.

„New” / „Edit” window

Fig. 60. "New" window when adding an arm status for a partition.

This window is used to define / edit an arm status.

Arm status – select which arm status of the system should be verified (armed / disarmed).

From – date and time from which the system should be armed / disarmed.

To – date and time until which the system should be armed / disarmed.

OK – click to save the changes. This button is active if you select the arm status.

Cancel – click to close the window.

“Exceptions” tab

The list of defined exceptions is displayed in this tab. The exceptions are time intervals within which the arm status definitions will be disregarded.

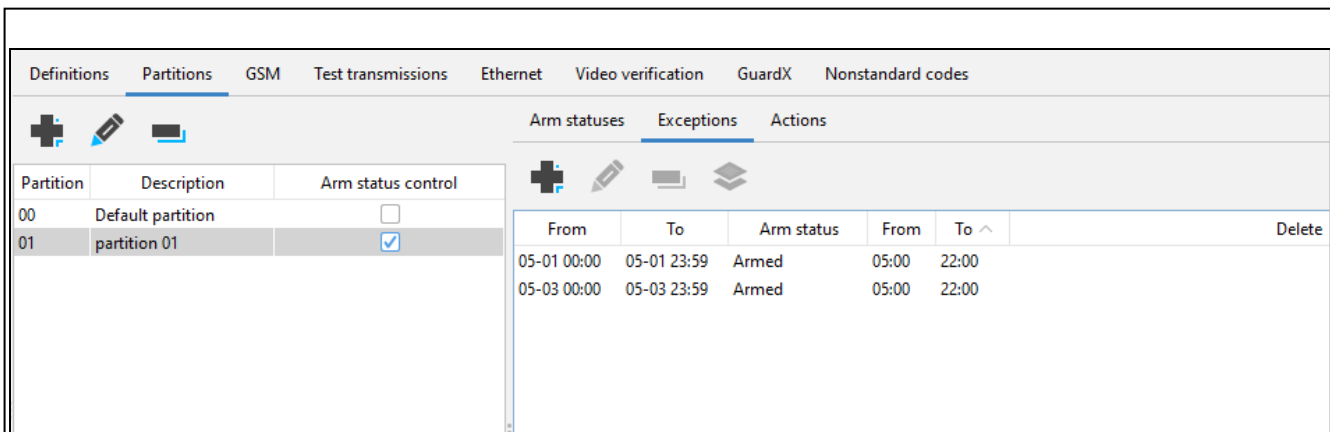


Fig. 61. "Exceptions" tab (part of "Subscriber" window).



– click to add an exception (see: "New" / "Edit" window).



– click to edit the selected exception (see: "New" / "Edit" window).



– click to delete the selected exception (see: Deleting the item(s)).



– click to copy the selected exception (see: Copying the item settings).

List of exceptions

From – date and time from which the exception applies.

To – date and time until which the exception applies.

Arm status – information whether the exception applies to armed status or disarmed status.

From – time from which the partition arm status is not monitored.

To – time until which the partition arm status is not monitored.

Delete – date on which the exception will be automatically deleted.

To sort the data, click the header of the selected column.

“New” / “Edit” window

Fig. 62. “New” window when adding an exception.

This window is used to define / edit an exception.

Arm status – information whether the defined exception will apply to the monitoring of armed status or disarmed status.

[Everyday] From [hh:mm] – time from which the partition arm status will not be monitored every day.

[Everyday] To [hh:mm] – time until which the partition arm status will not be monitored every day.

[Valid] From [MM-DD hh:mm] – date and time from which the exception should apply.

[Valid] To [MM-DD hh:mm] – date and time until which the exception should apply.

Delete – if this option is enabled, the exception will be automatically deleted on a certain date. Enter the date.

OK – click to save the changes. This button is available if you define the parameters for the exception.

Cancel – click to close the window.

“Actions” tab

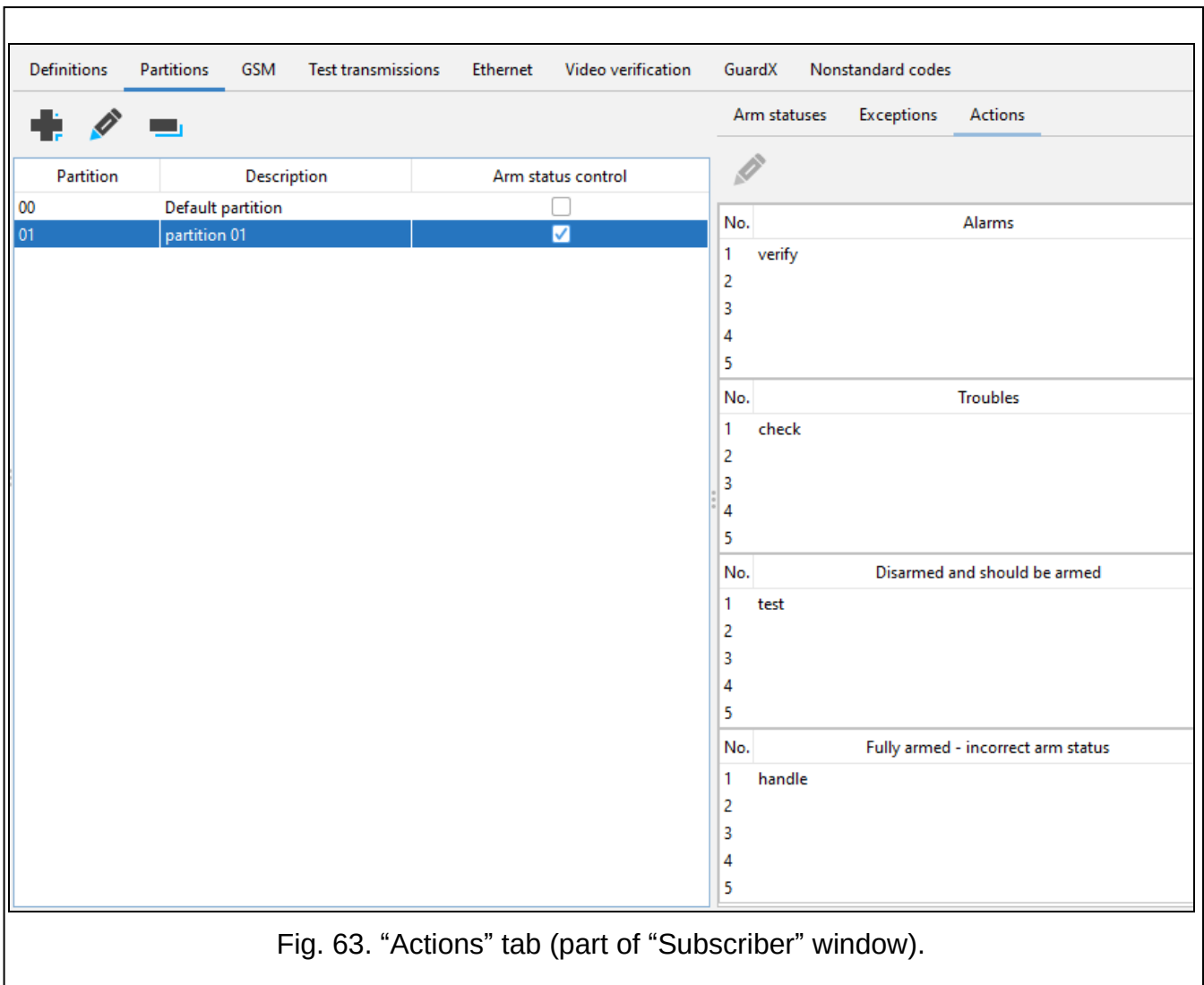


Fig. 63. “Actions” tab (part of “Subscriber” window).

In this tab you can define the actions that should be taken by the operator of the monitoring station program upon receipt of the following items from the partition:

- alarm event,
- trouble event,
- information that the partition is disarmed when it should be armed,
- information that the partition is armed when it should be disarmed.

The list of actions is divided into 4 groups:

- Alarms,
- Troubles,
- Disarmed and should be armed,
- Armed and should be disarmed.

You can define up to 5 actions per each group. They will be displayed in red in the event handling window, in the actions section. If you do not define any actions, the list of actions defined for the default partition will be displayed.



It is recommended to define a list of actions for the default partition.



- click to define / edit / delete an action in the selected group (see: Action editing window).

List of actions

No. – action reference number.

Alarms – list of actions that can be taken by the operator upon receipt of an alarm event from the partition.

Troubles – list of actions that can be taken by the operator upon receipt of a trouble event from the partition.

Disarmed and should be armed – list of actions that can be taken by the operator upon receipt of the information from the partition that the partition is disarmed when it should be armed.

Armed and should be disarmed – list of actions that can be taken by the operator upon receipt of the information from the partition that the partition is armed when it should be disarmed.

Action editing window

In this window you can add, edit or delete an action from the group.

1...5 – actions that can be taken by the operator upon receipt of an event.

OK – click to save the changes.

Cancel – click to close the window.



To delete an action, clear the action's text and click "OK".

"GSM" tab



– click to add a phone number (see: "New" / "Edit" window).



– click to edit the selected phone number (see: "New" / "Edit" window).



– click to delete the selected phone number (see: Deleting the item(s)).



Please note that deleting the phone number means deleting all settings defined for it.



– click to copy the selected phone number (see: Copying the item settings).

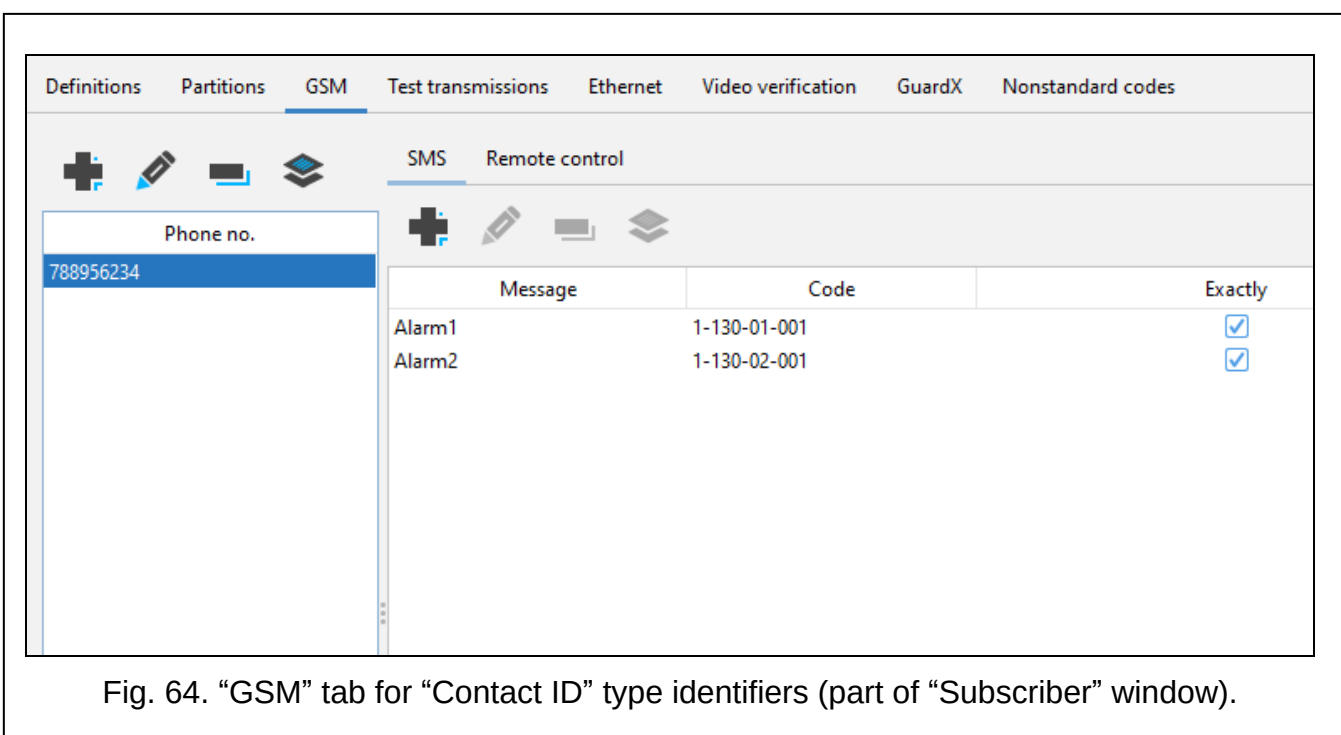


Fig. 64. "GSM" tab for "Contact ID" type identifiers (part of "Subscriber" window).

“New” / “Edit” window

This window is used to add / edit a phone number.

GSM telephone number – phone number by means of which control panel communicates with the monitoring station GSM/LTE module. Based on this number, the monitoring station program will identify the subscriber. The number presentation function must be enabled in the subscriber's phone.

OK – click to save the changes. This button is active if you enter the phone number.

Cancel – click to close the window.

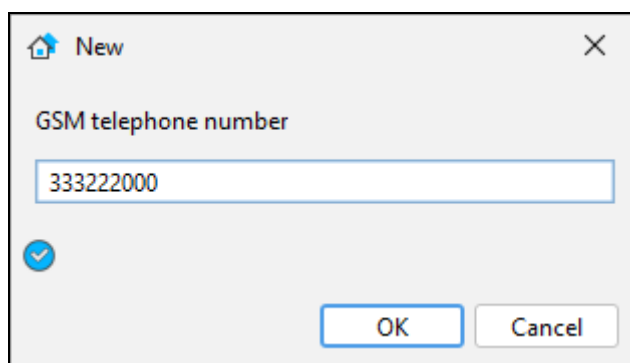


Fig. 65. “New” window when adding a phone number.

“SMS” tab

In this tab you can define SMS or CLIP messages that the GSM/LTE module can receive from the subscriber. These messages should be assigned appropriate event codes.



– click to add an SMS or CLIP message to be received by the GSM/LTE module from the subscriber (see: “New” / “Edit” window).



– click to edit the selected message (see: “New” / “Edit” window).



– click to delete the selected message (see: Deleting the item(s)).



– click to copy the selected message (see: Copying the item settings).

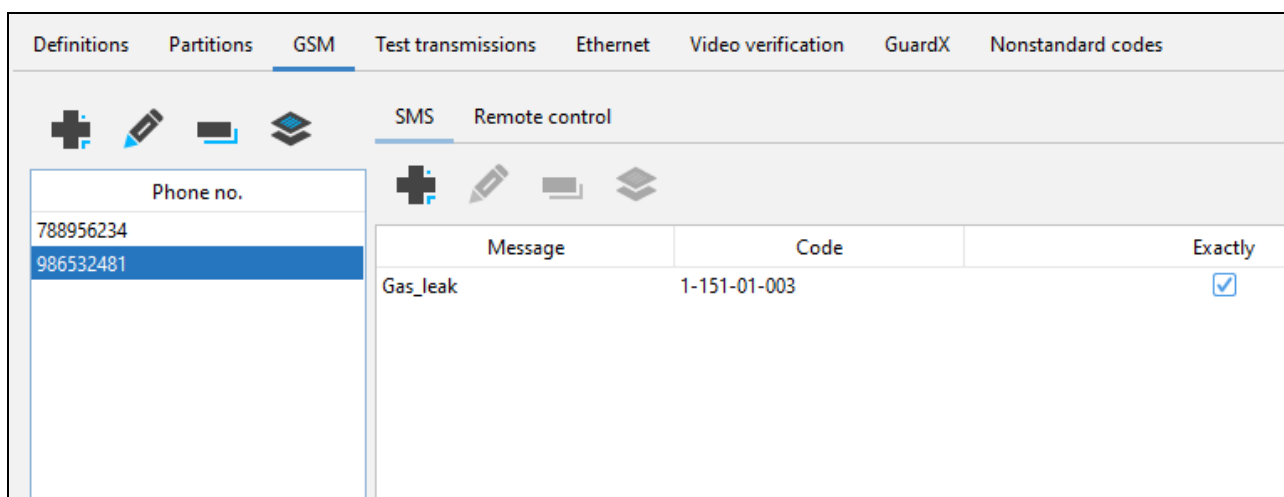


Fig. 66. “SMS” tab (part of “Subscriber” window).

List of messages

Message – string of characters that, when received in an SMS / CLIP message, generates an event code.

Code – event code generated upon receipt of a given SMS or CLIP message.

Exactly – if this option is enabled, the content of the received message must be exactly the same as the string of characters entered in the “Message” field.

To sort the data, click the header of the selected column.

“New” / “Edit” window

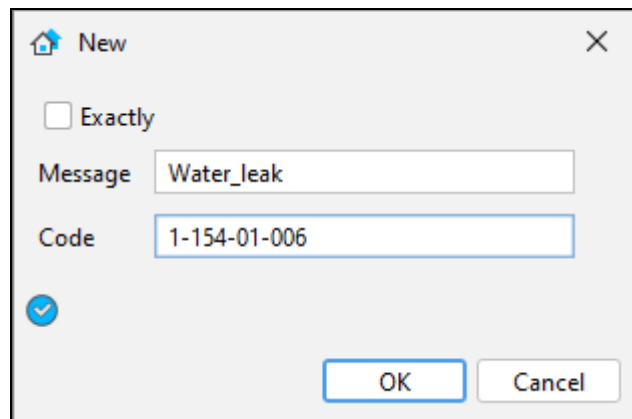


Fig. 67. “New” window when adding a message.

This window is used to define / edit SMS or CLIP messages that the GSM/LTE module can receive from the subscriber.

Exactly – if this option is enabled, the received SMS content must precisely correspond to the character string entered into the “Message” field.

Message – string of characters to be included in the SMS message / the name of the CLIP message (see: “GSM configuration” window) that the GSM/LTE module will receive from the subscriber. Receiving the defined SMS or CLIP message will be recognized by the monitoring station program as receiving the event code.

Code – event code to be generated upon receiving the SMS or CLIP type message defined in the “Message” field.

OK – click to save the entered data. This button is active if you completed the “Message” field and entered the event code.

Cancel – click to close the window.

“Remote control” tab

In this tab you can define the control commands that the operator can send to the GSM/LTE module after receiving a trouble / alarm / arm status event from the partition.



– click to add a control command that the operator can send to the GSM/LTE module (see: “New” / “Edit” window).



– click to edit the selected command (see: “New” / “Edit” window).



– click to delete the selected command (see: Deleting the item(s)).



– click to copy the selected command (see: Copying the item settings).

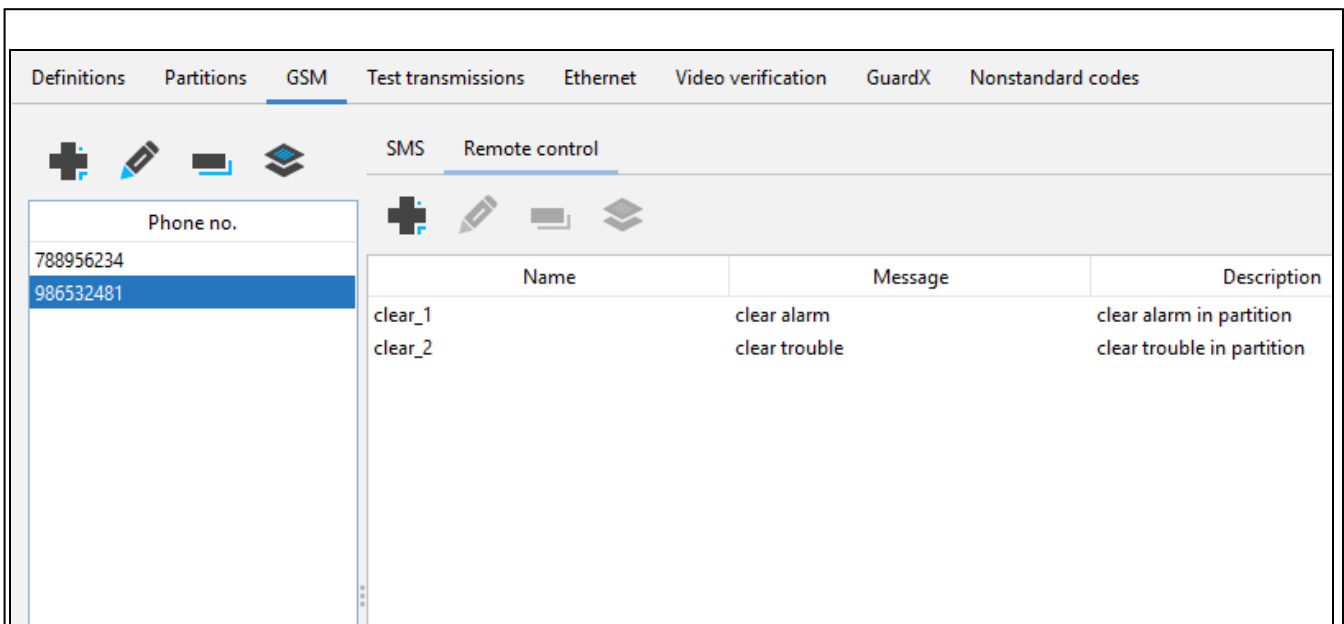


Fig. 68. "Remote control" tab (part of "Subscriber" window).

List of control commands

Name – command name.

Message – string of characters to be included in the command.

Description – explanation of the command.

To sort the data, click the header of the selected column.

"New" / "Edit" window

This window is used to define / edit a control command that the operator can send to the GSM/LTE module after receiving a trouble / alarm / arm status event from the partition.

Name – unique control command name.

Message – string of characters to be sent by the operator.

Description – explanation of the command to be sent.

OK – click to save the entered data.

Cancel – click to close the window.

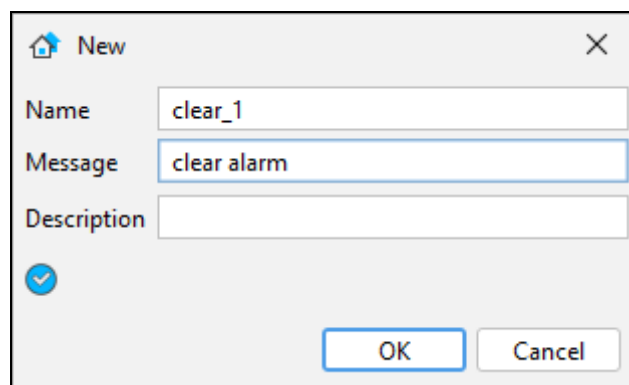


Fig. 69. "New" window when adding a control command.

“Test transmissions” tab



– click to add a test transmission (see: “New” / “Edit” window).



– click to edit the selected transmission (see: “New” / “Edit” window).



– click to delete the selected transmission (see: Deleting the item(s)).



– click to copy the selected transmission (see: Copying the item settings).

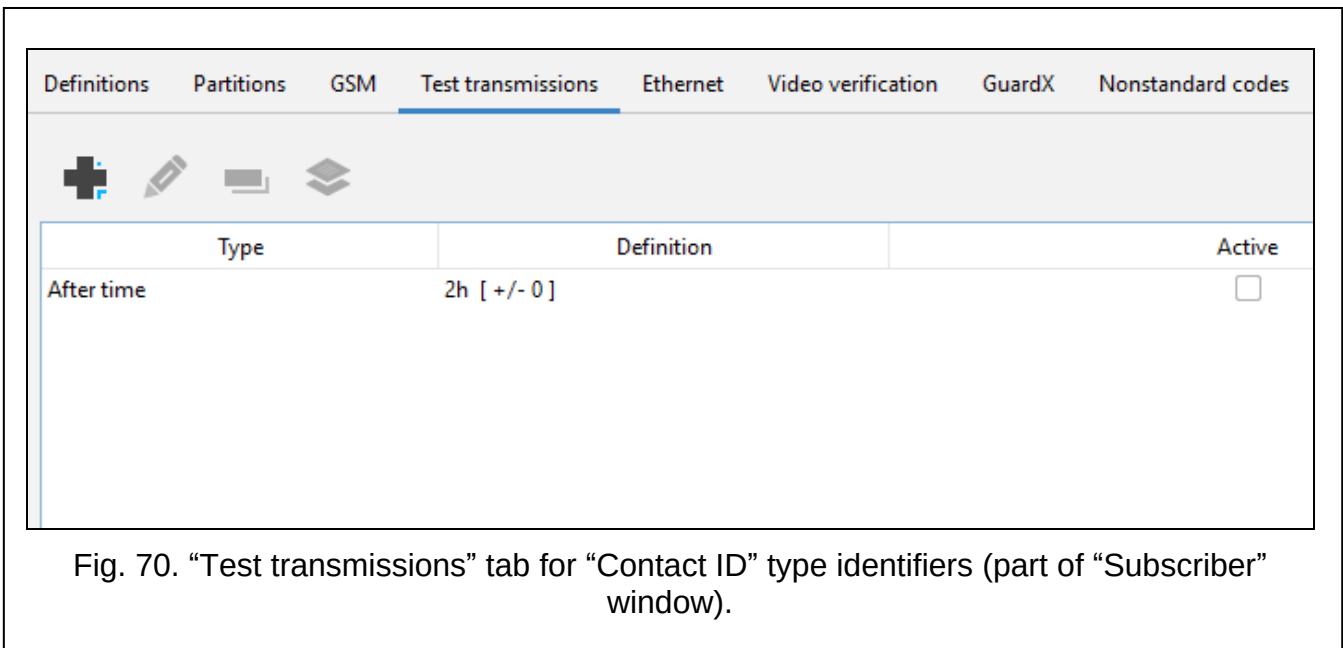


Fig. 70. “Test transmissions” tab for “Contact ID” type identifiers (part of “Subscriber” window).

List of test transmissions

Type – test transmission type:

After time – the transmission must be received exactly after a specified time since the last transmission.

On time – the transmission must be received every specified number of days at a defined time.

In time – any transmission must be received within a specified period of time.

Definition – test transmission settings.

Active – graphically represented information whether the monitoring station program controls the reception of transmissions.

To sort the data, click the header of the selected column.

“New” / “Edit” window

This window is used to define / edit a test transmission.

Active – if this option is enabled, the monitoring station program controls receiving test transmissions.

Type – test transmission type:

After time – the transmission must be received exactly after a specified time since the last transmission (or another event). If the test transmission fails to be received after defined time (taking into account preprogrammed tolerance), or is received earlier, the station program will display the trouble handling window with appropriate information.

On time – the transmission must be received every specified number of days at a defined time. If the test transmission fails to be received at the defined time (taking into account

preprogrammed tolerance), or is received earlier, the station program will display the trouble handling window with appropriate information. Receiving the test transmission at another time or on another day will also result in trouble being reported. The first test transmission must be received before expiry of the time defined in the “Days” field. Receiving it is recognized as synchronization of the control panel and the monitoring station.

In time – any transmission must be received within a specified period of time. The time is counted from the last transmission (or another event). If no transmission is received within the defined time interval (taking into account preprogrammed tolerance), the station program will display the trouble handling window with appropriate information.

Days – number of days. In case of the “On time” transmission, entering 0 or 1 will be interpreted in the same way, i.e. as defining transmissions to be received every day at the specified time.

Hours – number of hours and minutes for the “After time” and “In time” transmissions, or the hour and minutes for the “On time” type transmission.

Tolerance – tolerance in minutes with which the transmission can be received. It is recommended that the tolerance be defined, as the transmission may be received, for a variety of reasons, a little earlier or later (e.g. because of busy status of the telephone line, the control panel was unable to establish connection, the control panel clock out of synchronization with the monitoring station clock, etc.).

OK – click to save the entered data. This button is active if you select the transmission type.

Cancel – click to close the window.

Fig. 71. “New” window when adding a test transmission.

“Ethernet” tab

This tab is used to configure the Ethernet card settings. The parameters in this tab should be defined for the subscriber's system identifier.



Program the parameters in the “Ethernet” tab when defining subscribers handled in the extended mode. Do not program the parameters for subscribers handled in the simple mode.

After deleting the identifier, you will need to reconfigure the settings in this tab.



– click to add an Ethernet module (see: “New” / “Edit” window).



– click to edit the selected module (see: “New” / “Edit” window).



– click to delete the selected module (see: Deleting the item(s)).



– click to copy the settings of the selected module (see: Copying the item settings).

Definitions	Partitions	GSM	Test transmissions	Ethernet	Video verification	GuardX	Nonstandard codes
Card address	No.	ETHM/GPRS key	Test period [s] [0-255]	Number of missing tests [1-15]		IP address	
3	1	satel	255	15	222.111.222.111		
3	2	satel	0	15	111.222.111.222		

Fig. 72. “Ethernet” tab for “Contact ID” type identifiers (part of “Subscriber” window).

List of cards

Card address – address of the STAM-1 Ethernet card to which the subscriber is assigned.

No. – reference number assigned to the subscriber.

ETHM/GPRS key – string of 5 alphanumeric characters (digits, letters and special characters) used to identify the subscriber’s control panel.

Test period [s] [0-255] – time between each consecutive communication test.

Number of missing tests [1-15] – number of failed communication tests after which trouble will be reported (the trouble handling window will be displayed).

IP address – IP address of the Ethernet module used to control the site status from a virtual keypad [only STAM-2 PRO].

To sort the data, click the header of the selected column.

“New” / “Edit” window

This window is used to add / edit a communication module.

ETHM/GPRS key – string of 5 alphanumeric characters (digits, letters and special characters) used to identify the subscriber control panel. It must be the same as the key defined in the subscriber device.

No. – reference number assigned automatically when you click the “OK” button. It can be a number from the range of 0 to 255.



One Ethernet card can support up to 256 subscribers.

Fig. 73. “New” window when adding an Ethernet module.

Card address – click to select the address of the STAM-1 Ethernet card to which the subscriber will be assigned.

Test period [s] [0-255] – time between each consecutive communication test. You can program from 0 to 255 seconds. Entering 0 means that the communication test will be disabled. Factory default: 0.

Number of missing tests [1-15] – number of failed communication tests after which trouble will be reported (the trouble handling window will be displayed). You can program from 1 to 15. Factory default: 15.



Caution is advisable when selecting parameters to be entered in the “Test period” and “Number of missing tests” fields. If you enter low values in both fields, the frequency of reported troubles may increase, which not necessarily means any actual communication problems.

ETHM IP address – IP address of the Ethernet module through which it will be possible to control the site status using the virtual keypad. You can enter it in the form of an IP address (four decimal numbers separated by dots) or in the form of a name [only STAM-2 PRO].

OK – click to save the entered data.

Cancel – click to close the window.

“Video verification” tab

In this tab you can program the settings of SATEL devices used for sending images to the monitoring station.

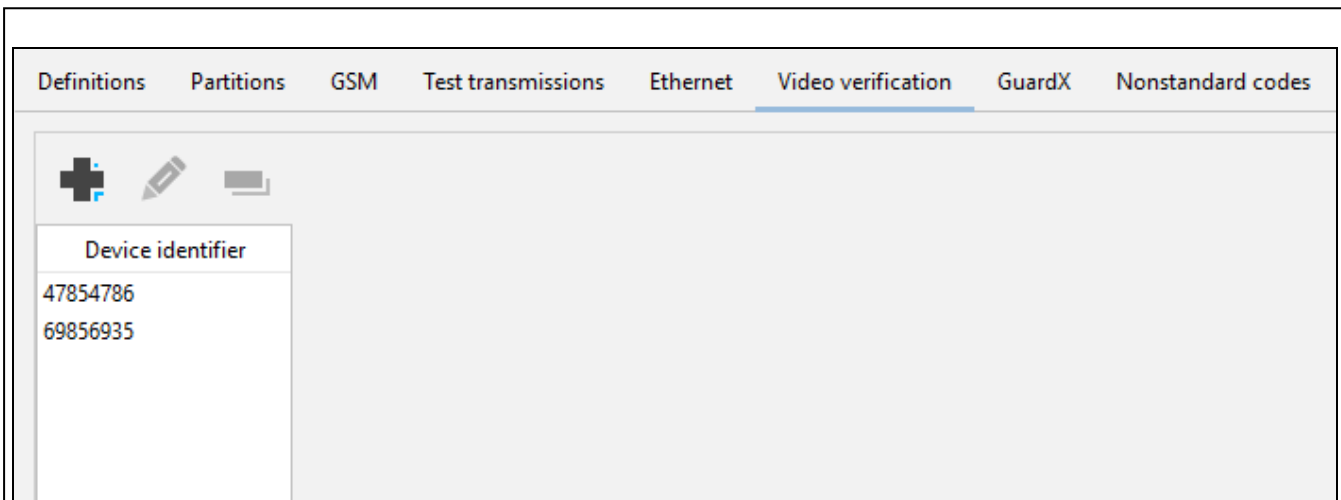


Fig. 74. "Video verification" tab for "Contact ID" type identifiers (part of "Subscriber" window).



– click to add a SATEL device (see: "New" / "Edit" window).



– click to edit the settings of the selected SATEL device (see: "New" / "Edit" window).



– click to delete the selected SATEL device (see: Deleting the item(s)).

"New" / "Edit" window

This window is used to add / edit SATEL devices.

Device identifier – string of characters defined in the SATEL device for the purpose of reporting.

Password – password defined in the SATEL device for the purpose of video transmission.



– click to see the entered password.

OK – click to save the entered data.

Cancel – click to close the window.

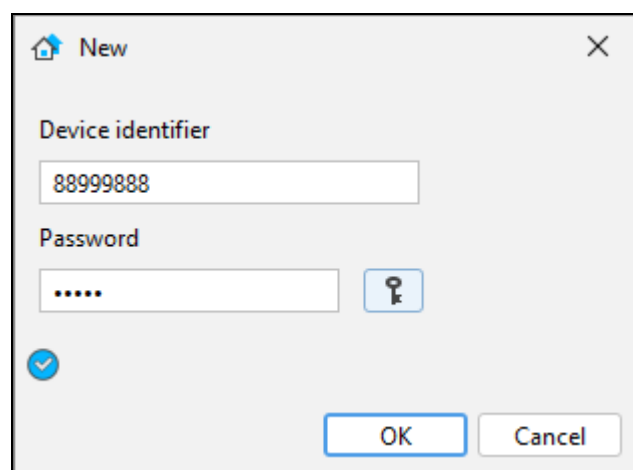


Fig. 75. "New" window when adding a SATEL device.

"Definitions" tab

In this tab you can program the rules for generating events by the Viver module.

-  – click to add a rule (see: “New” / “Edit” window).
-  – click to edit the settings of the selected rule (see: “New” / “Edit” window).
-  – click to delete the selected rule (see: Deleting the item(s)).
-  – click to copy the settings of the selected rule (see: Copying the item settings).

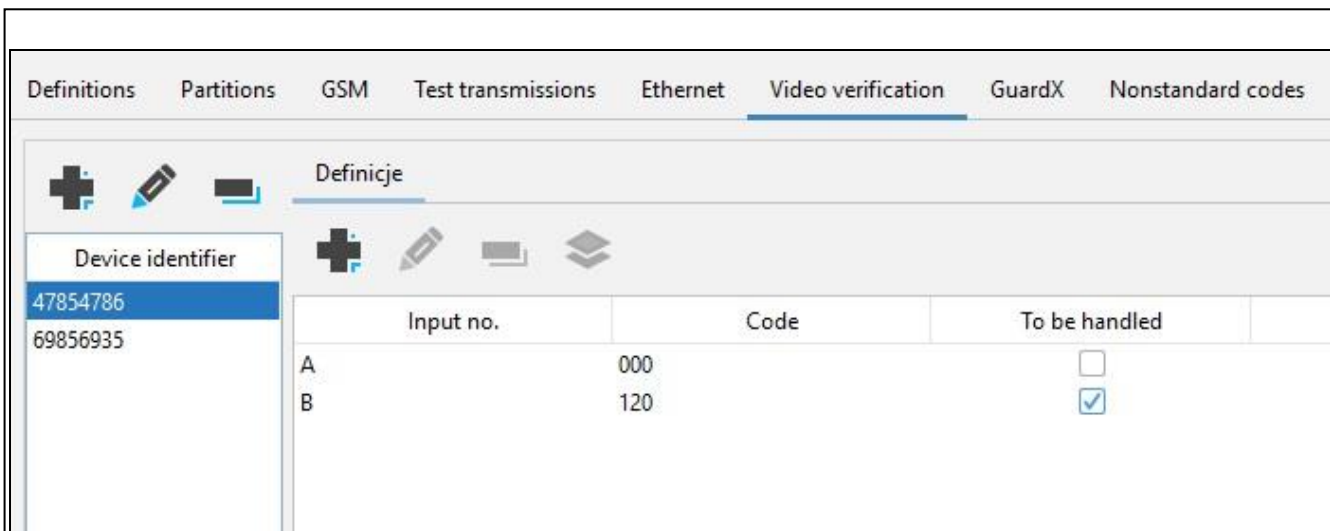


Fig. 76. “Definitions” tab for the Viver module (part of the “Subscriber” window).

List of rules

Input no. – module input name:

A, B, C and D – for connecting cameras,

TEST – for checking test transmissions.

Code – code of the event that will be generated after activating a specific module input.

To be handled – information whether the event needs to be handled.

To sort the data, click the header of the selected column.

“New” / “Edit” window

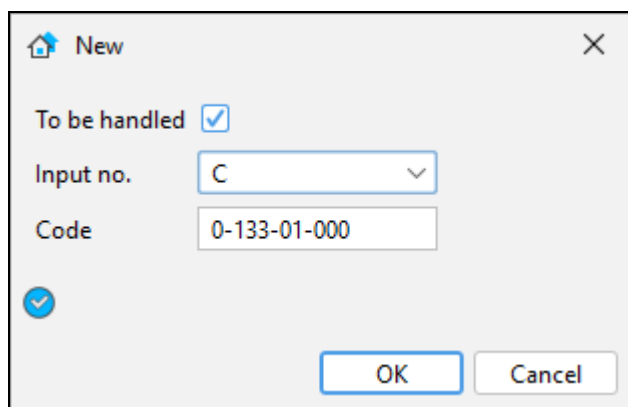


Fig. 77. “New” window when adding a rule.

This window is used to add / edit a rule.

To be handled – if this option is enabled, the event needs to be handled.

Input no. – click the drop-down menu symbol. The list of available inputs will be displayed.

There are four inputs on the module board – A, B, C and D, to which you can connect cameras and the TEST input to check the test transmissions.

Code – enter the event code that is to be generated after activating a specific module input.

OK – click to save the entered data. This button is active if you select the input number.

Cancel – click to close the window.

“Guardx” tab [only STAM-2 PRO]



After deleting the identifier, you will have to reconfigure the settings in this tab.

The screenshot shows the 'GuardX' configuration window. It features a tabbed interface with 'GuardX' selected. The configuration fields are as follows:

Field Name	Value / Mask
IP address	111.111.111.111
Port DloadX	7090
DLOADX key	
Control panel user code	
Integra identifier	
GuardX identifier	

Buttons: Save, Delete

Fig. 78. “GuardX” tab for “Contact ID” type identifiers (part of “Subscriber” window).

The parameters defined in this tab are necessary for correct communication of the STAM-2 monitoring station with the GUARDX program, version compatible with the alarm control panel version. Before entering the data, the names of fields to be filled in are displayed in red. When the fields are filled in, they change their color to black. The field name will also remain red if you type in an invalid value.

IP address – IP address of the Ethernet module connected to the control panel. You can enter an IP address or domain name.

Port DloadX – number of the TCP port for communication with the DLOADX program. It will be used for communication with the GUARDX program. You can enter values from 1 to 65535.

DLOADX key – string of up to 12 alphanumeric characters (digits, letters and special characters) to encrypt data during communication with the DLOADX program. It will be used to encrypt data during communication with the GUARDX program.

Panel's alarm user code – user code defined in the control panel. It will be used during communication with the GUARDX program.

Integra identifier – identifier of the INTEGRA series alarm control panel with which the GUARDX program will communicate. It must be 10 characters long (digits or letters from A to F).

GuardX identifier – identifier of the computer with the GUARDX program. It must be 10 characters long (digits or letters from A to F). The control panel will only establish connection with the program that uses the correct identifier.

Save – click to save the changes. This button is active after defining the correct parameters. This button is active if you select an input number that has not been indicated yet.

Delete – click to clear all data.



When connecting the STAM-2 PRO program with the GUARDX application, you must indicate the location of the installed application file.

“Nonstandard codes” tab

Definitions	Partitions	GSM	Test transmissions	Ethernet	Video verification	GuardX	Nonstandard codes
   							
Code	Type	SS and CCC definition		Description			
1-250	Information	Partition and zone		technical event			

Fig. 79. “Nonstandard codes” tab for “Contact ID” type identifiers (part of “Subscriber” window).

This tab is available after adding identifier and selecting “Contact ID” type. It is used to define nonstandard codes of events sent in Contact ID format.



– click to add a nonstandard code (see: “New” / “Edit” window).



– click to edit the settings of the selected code (see: “New” / “Edit” window).



– click to delete the selected code (see: Deleting the item(s)).



– click to copy the settings of the selected code (see: Copying the item settings).

List of codes

Code – four-digit value assigned to the event in the form of Q-XYZ, where:

Q – digit: 1, 3 or 6 (1 – new event or disarming, 3 – end of event or arming, 6 – event repeated),

XYZ – three-digit event code.

Type – event type:

Alarm

Arming (arming the system)

Disarming (disarming the system)

Trouble

Restore (end of trouble)

Test (test transmission)

Remark

Other

SS and CCC definition – how to interpret the last five digits of the code (the whole code format is Q-XYZ-SS-CCC):

Partition – SS is the partition number, CCC not used.

Partition and zone – SS is the partition number, CCC is the zone number.

Partition and user – SS is the partition number, CCC is the user number.

User – SS not used, CCC is the user number.

Partition and expander – SS is the partition number, CCC is the expander number.

System – SS and CCC not used.

Description – description of the event assigned to the code.

To sort the data, click the header of the selected column.

“New” / “Edit” window

This window is used to add / edit a nonstandard code.

Type – click the drop-down menu symbol to select the event type:

Alarm – the code informs of an alarm at the subscriber's site. It requires intervention of the monitoring station operating personnel (after receiving the code, the alarm handling window will be displayed).

Arming – the code informs of arming. It requires no intervention of the monitoring station operating personnel, but allows to verify whether the arming occurred within the time interval defined for the “Arm status” (see: “Partitions” tab).

Disarming – the code informs of disarming. It requires no intervention of the monitoring station operating personnel, but allows to verify whether the disarming occurred within the time interval defined for the “Arm status” (see: “Partitions” tab).

Trouble – the code informs of a trouble at the subscriber's site. It requires intervention of the monitoring station operating personnel (after receiving the code, the trouble handling window will be displayed).

Restore – the code informs of the end of previously reported trouble. It requires no intervention of the monitoring station operating personnel.

Test – test transmission code. It requires intervention of the monitoring station operating personnel, unless it has been received according to the defined rules (see: “Test transmissions” tab).

Remark – the code requires no intervention of the monitoring station operating personnel. When received, it will be saved in the event log and audibly signaled.

Information – the code requires no intervention of the monitoring station operating personnel. When received, it will only be saved in the event log.

Code – four-digit value assigned to the event in the form of Q-XYZ, where:

Q – digit: 1, 3 or 6 (1 – new event or disarming, 3 – end of event or arming, 6 – event repeated),

XYZ – three-digit event code.

Description – description of the event assigned to the code. This description will be displayed in the “Event log” and in the event handling windows.

SS and CCC definition – how to interpret the last five digits of the code (the whole code format is Q-XYZ-SS-CCC):

Partition – SS is the partition number, CCC is not used.

Partition and zone – SS is the partition number, CCC is the zone number.

Partition and user – SS is the partition number, CCC is the user number.

User – SS is not used, CCC is the user number.

Partition and expander – SS is the partition number, CCC is the expander number.

System – SS and CCC are not used.

OK – click to save the entered data. This button is active if you enter the code.

Cancel – click to close the window.

Fig. 80. “New” window when adding a nonstandard code.

7.9.2.4 “Notifications” tab

While handling events, the operator can notify the subscriber about the event using:

- SMS,
- e-mail.

The entered phone numbers and e-mail addresses will be visible in the event handling window for a given subscriber, in the “SMS” tab, as well as in the “Notify” window.

Fig. 81. “Notifications” tab in “Subscriber” window.



– click to add the subscriber’s contact information (see: “New” / “Edit” window).



– click to edit the selected information (see: “New” / “Edit” window).



– click to delete the selected information (see: Deleting the item(s)).



– click to copy the selected information (see: Copying the item settings).

List of contact information

Name – description of the piece of information.

Contact details – phone number or e-mail address to which a notification about an event on the site will be sent to the subscriber.

To sort the data, click the header of the selected column.

“New” / “Edit” window

This window is used to add / edit the subscriber’s contact information.

Type – notification type. You can select SMS or e-mail.

Name – description of the piece of information.

Phone no. / E-mail address – phone number to which a notification about an event in the system is sent.

OK – click to save the entered data. This button is active if you enter the phone number or e-mail address.

Cancel – click to close the window.

Fig. 82. “New” window when adding contact information.

7.9.2.5 “Shortcuts” tab

You can assign shortcuts to applications, network locations, websites, etc. to each subscriber.



– click to add a shortcut (see: “New” / “Edit” window).



– click to edit the settings of the selected shortcut (see: “New” / “Edit” window).



– click to delete the selected shortcut (see: Deleting the item(s)).



– click to copy the settings of the selected shortcut (see: Copying the item settings).

Name	Description	Application name	File path / URL
s1	SATEL website	www	www.satel.pl
s2	SATEL location	map	https://www.google.com/maps/place/SATEL+sp.+z+o.o./@54.3705056,18.5036367,17z/data=!3m1!4m6!3m5!1sSATEL+sp.+z+o.o.!2m2!1sSATEL+sp.+z+o.o.!1sSATEL+sp.+z+o.o.!1sSATEL+sp.+z+o.o.!1sSATEL+sp.+z+o.o.!
s3	Gdansk city center	camera	https://www.trojmiasto.pl/kamery/kamera.php?id=152

Fig. 83. "Shortcuts" tab in the "Subscriber" window.

List of shortcuts

Name – unique shortcut name.

Description – description of the application / website to which the shortcut leads.

Application name – application / website to which the shortcut leads.

File path / URL – access path to the application or web address to which the shortcut leads.

To sort the data, click the header of the selected column.

"New" / "Edit" window

This window is used to define / edit a shortcut.

New

Name: gate_1

Description: camera at main gate

Application name: VLC

File path / URL:

☒

OK Cancel

Fig. 84. "New" window when adding a shortcut.

Name – unique shortcut name.

Description – description of the application / website to which the shortcut leads.

Application name – application / website to which the shortcut leads.

File path / URL – access path to the application or web address to which the shortcut leads.

Ok – click to save the entered data. This button is active if you enter the shortcut name and the application / website name.

Cancel – click to close the window.

7.9.2.6 “SIA-IP” tab

The tab is used to program the settings required for the SIA-IP format.



- click to add the SIA-IP identifier (see: “New” / “Edit” window). The icon is inactive after adding the parameters.



- click to edit the settings of the selected SIA-IP identifier (see: “New” / “Edit” window).



- click to delete the selected SIA-IP identifier (see: Deleting the item(s)).

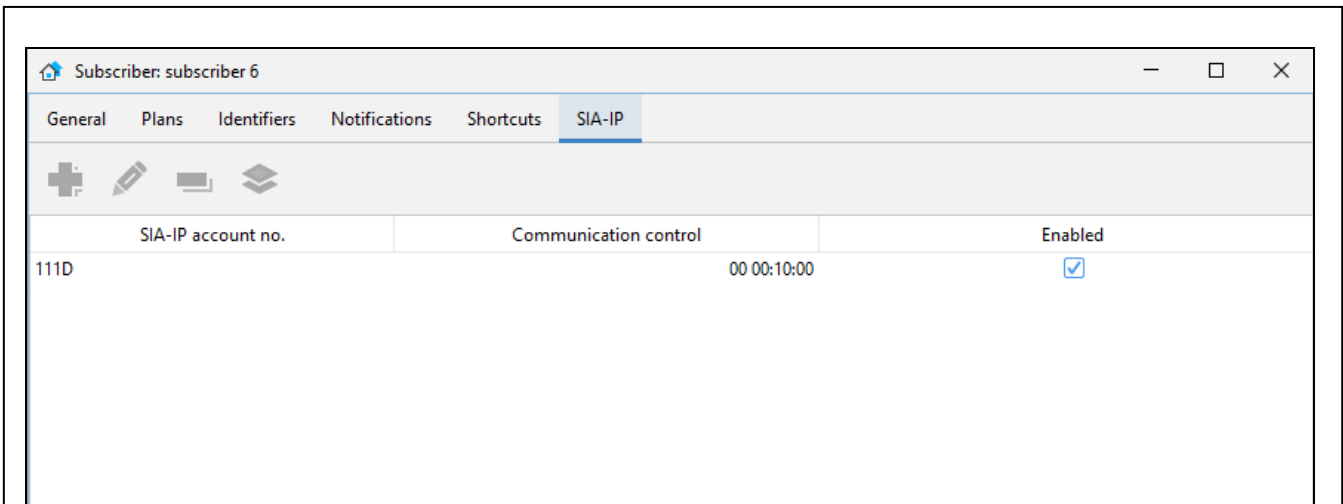


Fig. 85. “SIA-IP” tab in the “Subscriber” window.

List of SIA-IP identifiers

SIA-IP account no. – identifier of the subscriber device for the purpose of reporting in the SIA-IP format.

Communication control – time interval at which an additional transmission is to be sent in order to check the communication between the monitoring station and the subscriber device.

Enabled – if this option is enabled, the SIA-IP event codes are supported by the monitoring station.

“New” / “Edit” window

This window is used to add / edit a SIA-IP identifier.

Enabled – if this option is enabled, the SIA-IP event codes are supported by the monitoring station. The fields “SIA-IP acct” and “Communication control” are available.

SIA-IP account no. – string of up to 16 hexadecimal characters used to identify a device for the purpose of reporting in the SIA-IP format.

Communication control – if this option is enabled, an additional transmission may be sent at specific time intervals in order to check the communication between the device and the monitoring station. The fields “Days” and “Hours” are available.

Days – number of days between each transmission.

Hours – number of hours, minutes and seconds between each transmission.



Entering only zeroes in the “Days” and “Hours” fields means that additional transmissions will not be sent.

Ok – click to save the entered data.

Cancel – click to close the window.

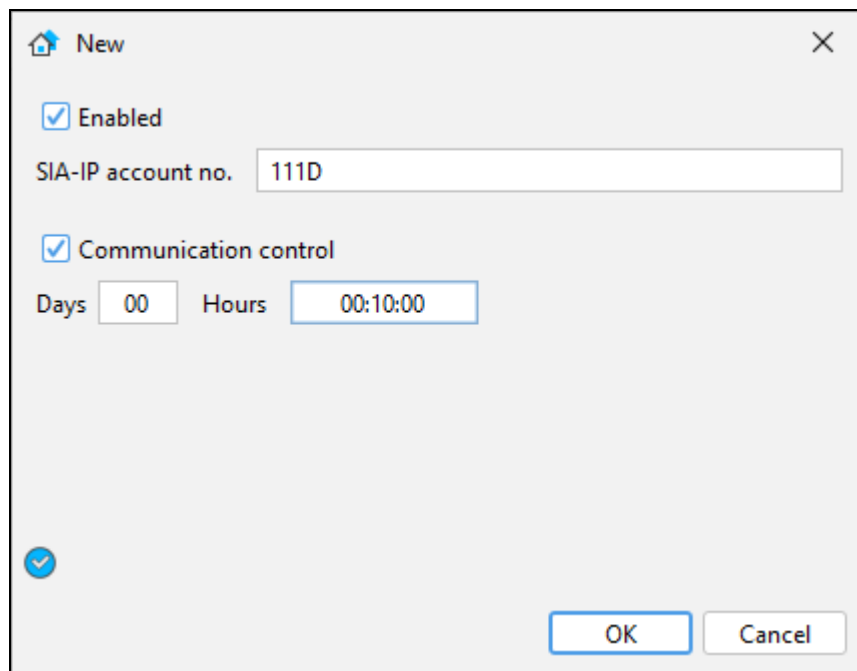
The image shows a software window titled "New" with a close button (X) in the top right corner. Inside the window, there is a checked checkbox labeled "Enabled". Below it is a text input field labeled "SIA-IP account no." containing the text "111D". Further down is another checked checkbox labeled "Communication control". Below this checkbox are two input fields: "Days" with the value "00" and "Hours" with the value "00:10:00". In the bottom left corner, there is a small blue circular icon with a white checkmark. In the bottom right corner, there are two buttons: "OK" and "Cancel".

Fig. 86. "New" window when adding a SIA-IP identifier.

7.9.3 "Send SMS" window

In this window you can select the person to notify about an event and how to do it.

7.9.3.1 "Persons" tab

In this tab you can select the recipient of the message and prepare the content of the message to be sent.

List of recipients – included on the list:

- subscriber information from the „Notifications" tab (see: "Subscriber" window),
- phone number / phone owner names and the phone numbers assigned to them that were defined in the global phone book (see: "Phone book" window).

List of messages – messages defined in the text message templates (see: "Phone book" window).

SMS – content of the message to be sent. Click a message from the „List of messages" or enter a new one.



– click to send the message. The icon is active after selecting the message recipient and preparing the message.

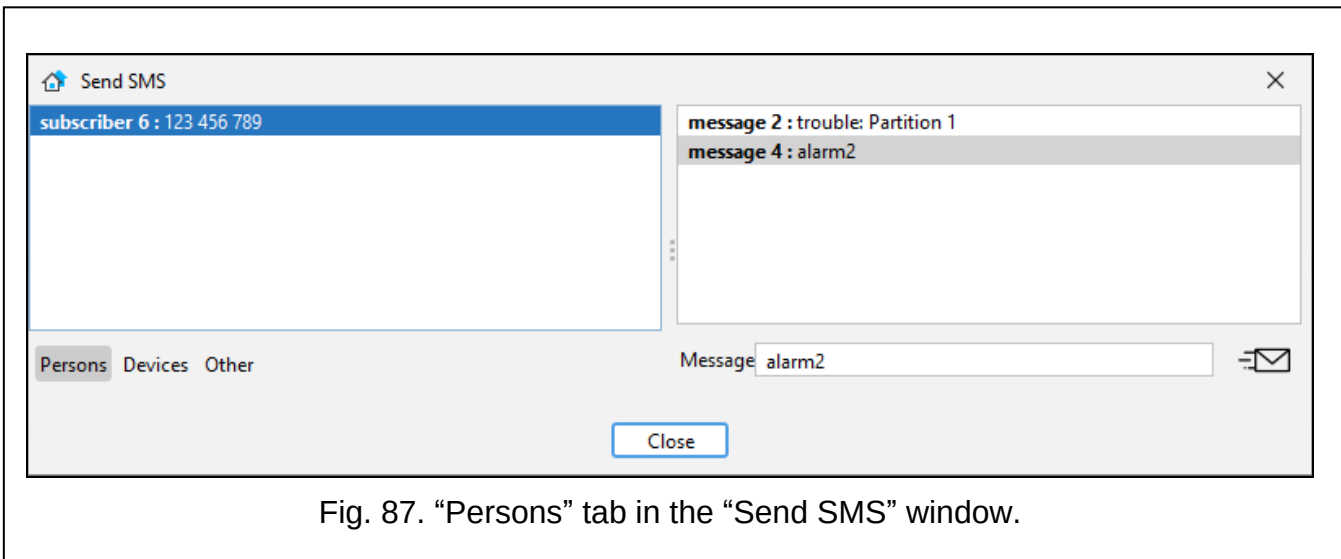


Fig. 87. “Persons” tab in the “Send SMS” window.

7.9.3.2 “Devices” tab

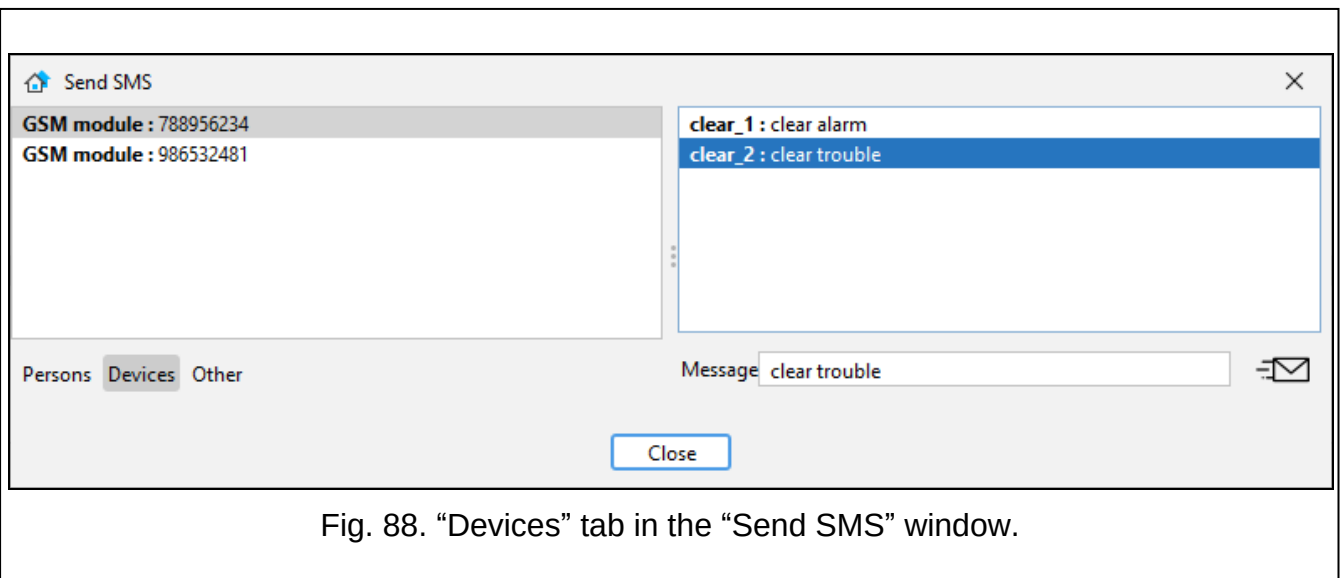


Fig. 88. “Devices” tab in the “Send SMS” window.

In this tab you can select the phone number to which the control command and its content will be sent.

List of phone numbers – phone numbers that were defined for the subscriber in the “GSM” tab (see: “Identifiers” tab in the “Subscriber” window).

List of messages – messages defined:

- for the subscriber in the “Remote Control” tab (see: “GSM” tab in the “Subscriber” window),
- in the control message templates (see: “Control messages” window).

SMS – message content.

 – click to send the control message. The icon is active after selecting the phone number and preparing the message.

7.9.3.3 “Other” tab

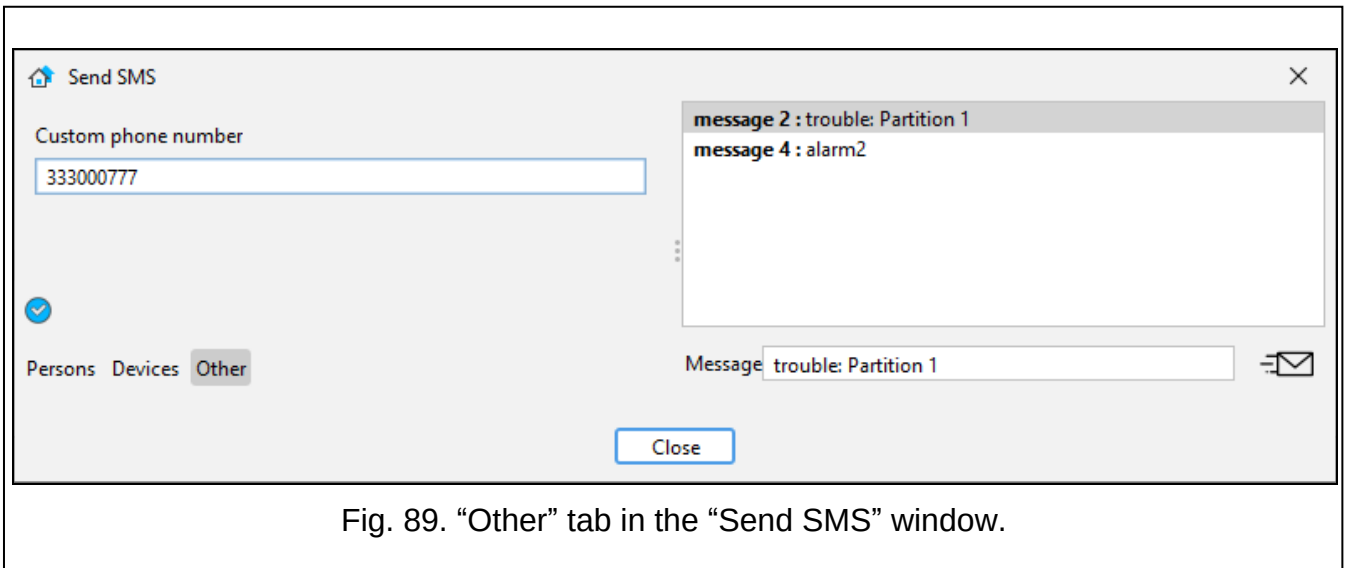


Fig. 89. “Other” tab in the “Send SMS” window.

In this tab you can enter the phone number and prepare the content of the message to be sent.

Custom phone number – enter the phone number to which the message is to be sent.

List of messages – messages defined in the text message templates (see: “Text messages” window).

SMS – content of the message to be sent. Click a message from the „List of messages” or enter a new one.

 – click to send the message. The icon is active after entering the phone number and preparing the message.

7.10 Copying the item settings

1. If you want to copy the settings of an item, select the item on the list.
2. Click .
3. A window will be displayed in which you can edit the copied parameters.
4. Click “OK”.

7.11 Deleting the item(s)

1. If you want to delete a single item, select it on the list.
2. If you want to delete several items at the same time, press and hold Ctrl and click the items to select them.
3. If you want to delete all items, select one item and press Ctrl+A.
4. Click .
5. When asked if you want to delete the item(s), click “Yes”.
6. Confirm the changes made.

7.12 Event handling windows

The events that require intervention can be handled in two ways. If the option “Events for all” (see: “Settings” tab in the “Configuration” window) is:

- enabled – the event handling window will be displayed simultaneously on all workstations assigned to the handled region. If one of the operators takes any action to handle the event, the window will be closed at the other operators' workstations.
- disabled – events are distributed between the workstations assigned to the handled region by the STAM-2 Server program. The number of events waiting to be processed on each workstation is taken into consideration. The handling window will be displayed on the workstation with the shortest queue of events waiting to be processed.

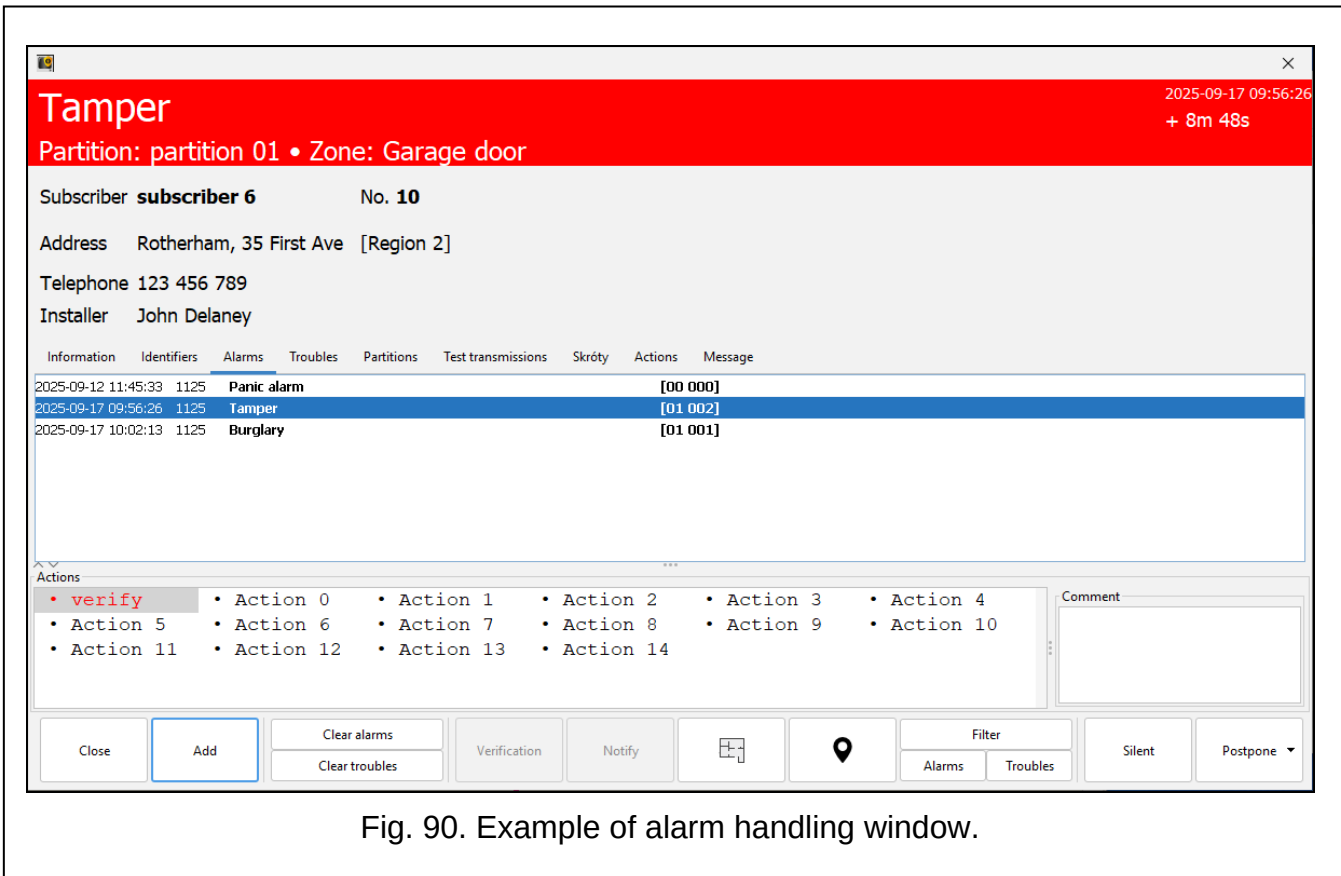


Fig. 90. Example of alarm handling window.

If the handling window of the previously received event is currently open, the new handling window will not be displayed until it closes.

The icons flashing in the program main window (see: Main window of STAM-2 Client program) indicate new, and not yet displayed on the screen, events to be handled. The icon stops flashing, if the handling window is displayed at any of the operators' workstations.

The order in which the event handling window is displayed depends on the subscribers' priority and the event receipt time.

If you want to:

- display the event handling window – double-click the unhandled event in the „Event log” window,
- re-handle an event that has already been handled – right-click the already handled event and select the “Handle” function (see: Event menu) from the drop-down menu.



If you want to disable the automatic display of successive event handling windows, press Ctrl+Backspace. Restarting the function is only possible after you manually handle any event.

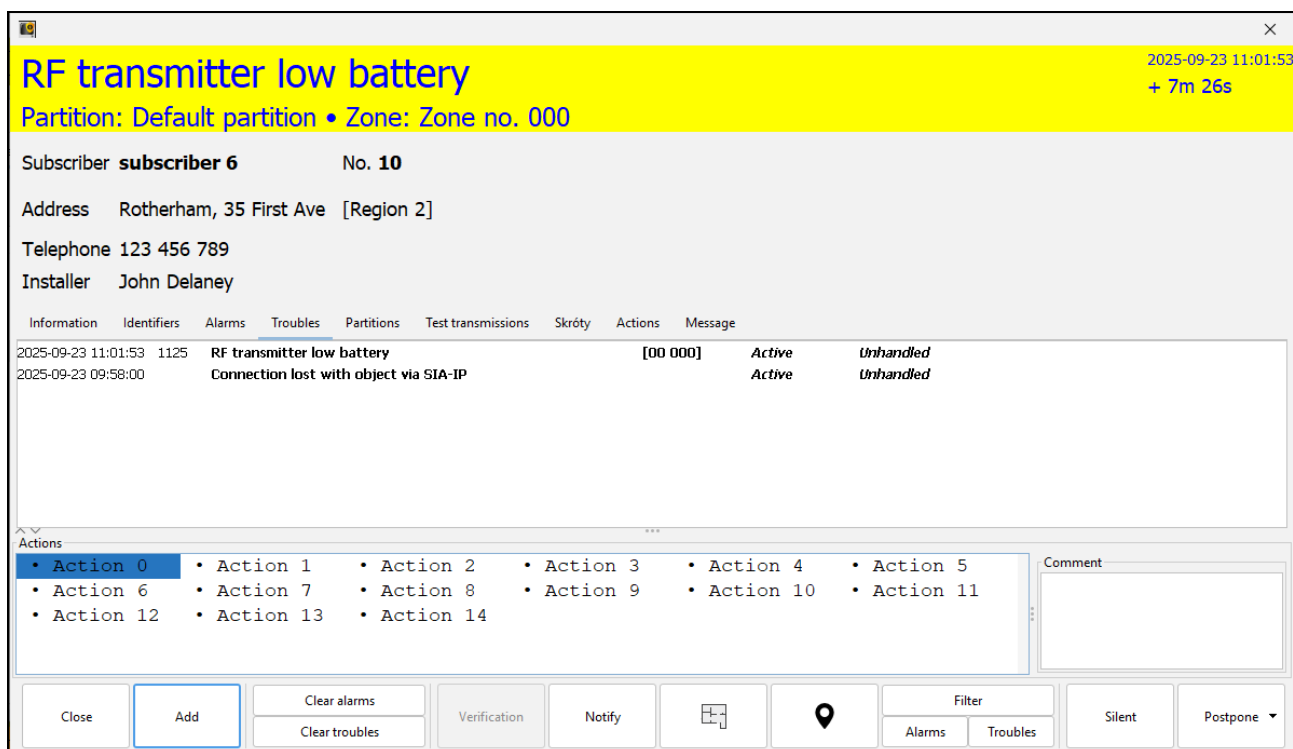


Fig. 91. Example of trouble handling window.

7.12.1 Window header

There are 3 kinds of handling windows for 3 types of events that require intervention. The windows differ in their header color:

red (alarm) – refers to the alarm event received from the subscriber.

yellow (trouble) – refers to the trouble event, received from the subscriber or generated by the monitoring station (system).

dark blue (arm status) – refers to the event generated by the monitoring station (system), which informs of inconsistency between the actual status and the status defined for the partition (partition is armed, and should be disarmed; partition is disarmed and should be armed).

The header shows the following information:

Event – type of event requiring intervention,

Monitored site – information about the monitored site displayed in case of events received from the subscriber:

Partition – partition name,

Expander – expander name,

User – name of the security system user,

Zone – zone name.

Date and time – date and time of the event.

Time – time that has passed since the event occurred until the present moment.

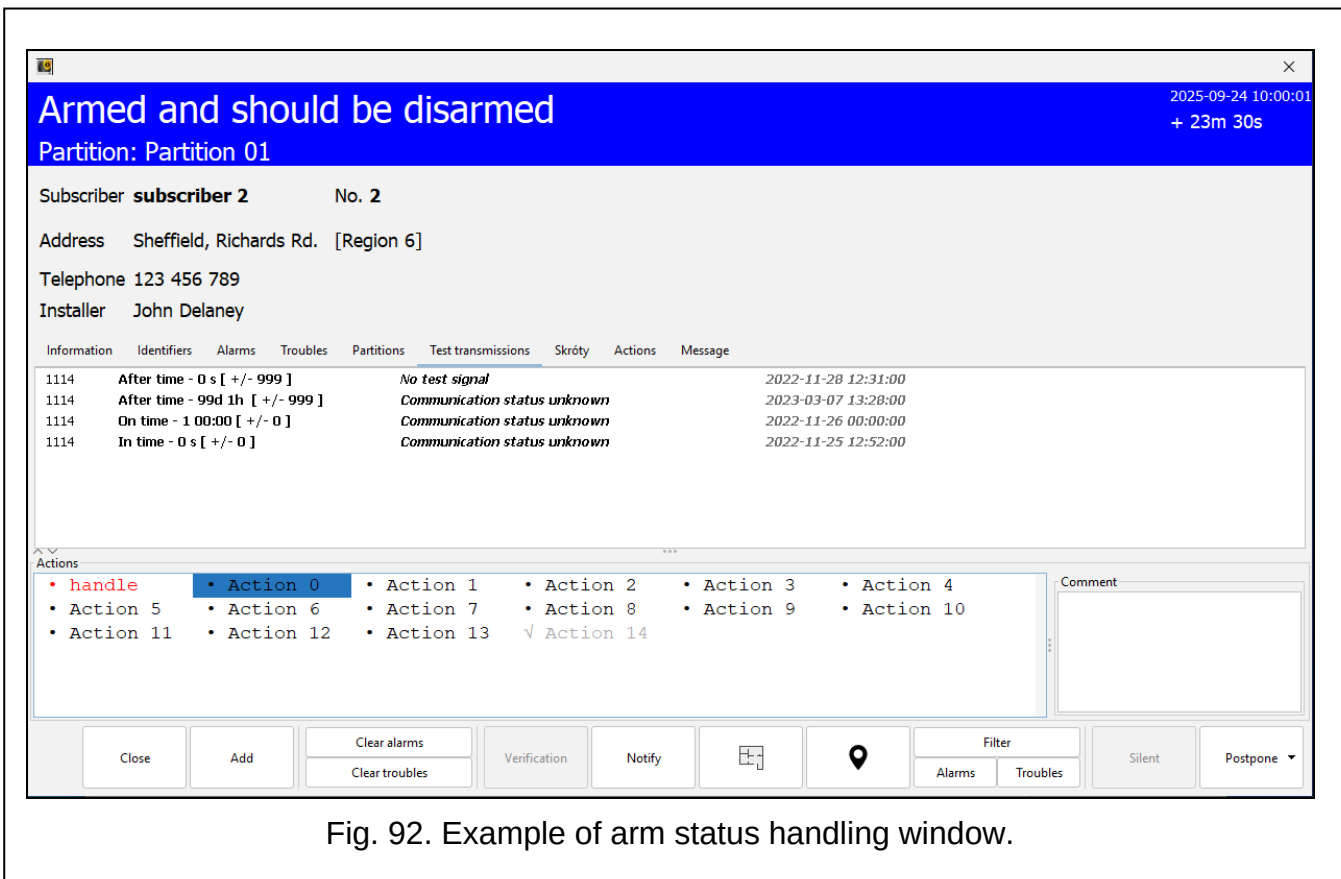


Fig. 92. Example of arm status handling window.

7.12.2 Subscriber-related data

If the event relates to a subscriber, the following information is displayed under the header:

Subscriber – subscriber name.

No. – subscriber reference number.

Address – subscriber address.

Region – name of the region to which the subscriber is assigned.

Telephone – subscriber telephone number.

Installer – data of the company or person who installed the subscriber's alarm system or is at the present time responsible for maintenance and operability of the system.

7.12.3 Tabs

Information – additional subscriber-related data entered into the "Additional information" field (see: "General" tab in "Subscriber" window).

Identifiers – a list of identifiers defined for the subscriber.

Alarms – a list of unhandled alarms received from the subscriber. The following information is displayed: date and time of the event, identifier, event description, number of partition and zone / expander / user.

Troubles – a list of troubles received from subscriber. The following information is displayed: date and time of the event, identifier, event description, number of partition and zone / expander / user, information on activity and trouble handling.

Partitions – a list of partitions assigned to all identifiers of the subscriber. The following information is displayed:

- identifier,
- partition number,
- partition name,

- information on defined arm status:
 - armed / disarmed,
 - should be armed / should be disarmed,
 - ??? (if the "Arm status control" option is disabled for the partition or the monitoring station did not receive information on partition arm status).

The names and statuses of partitions for which the "Arm status control" is enabled are displayed in bold.

Test transmissions – a list of test transmissions defined for all identifiers of the subscriber. The following information is displayed: identifier, type of transmission, defined time and tolerance with which the transmission can be received, test status, date and time of the next transmission.

Shortcuts – shortcut buttons. Click the button to open the application / page to which the shortcut leads.

Actions – a list of actions taken by the user when handling the event. The following information is displayed: action reference number, date and time of its execution, delay, i.e. the time elapsed since the event was received to execution of the action, user name, action description, a comment typed in by the user / added by the system.

SMS – settings used for:

- event notification,
- starting a test transmission.

"Persons" tab

In this tab you can select the recipient of the message and prepare the content of the message to be sent.

Burglary 2025-09-17 10:02:13
+ 6d 1h 18m 59s

Partition: partition 01 • Zone: Main entrance

Subscriber **subscriber 6** No. **10**

Address Rotherham, 35 First Ave [Region 2]

Telephone 123 456 789

Installer John Delaney

Information Identifiers Alarms Troubles Partitions Test transmissions Skróty Actions **Message**

phone number : 333222777
subscriber 6 : 123 456 789

message 2 : trouble: Partition 1
message 4 : alarm2

Persons Devices Other

Message

Actions

- **verify**
- Action 5
- Action 11
- Action 0
- Action 6
- Action 12
- Action 1
- Action 7
- Action 13
- Action 2
- Action 8
- Action 14
- Action 3
- Action 9
- Action 4
- Action 10

Comment

Close Add Clear alarms Clear troubles Verification Notify Filter Alarms Troubles Silent Postpone

Fig. 93. "Persons" tab in the "SMS" tab in the alarm handling window.

List of recipients – included on the list:

- name and number of subscriber phone number (see: “General” tab in the “Subscriber” window),
- subscriber information from the „Notifications” tab (see: “Subscriber” window),
- phone number / phone owner names and the phone numbers assigned to them that were defined in the global phone book (see: “Phone book” window).

List of messages – messages defined in the text message templates (see: “Phone book” window).

SMS – content of the message to be sent. Click a message from the „List of messages” or enter a new one.

 – click to send the message. The icon is active after selecting the message recipient and preparing the message.

“Devices” tab

In this tab you can select the phone number to which the control command and its content will be sent.

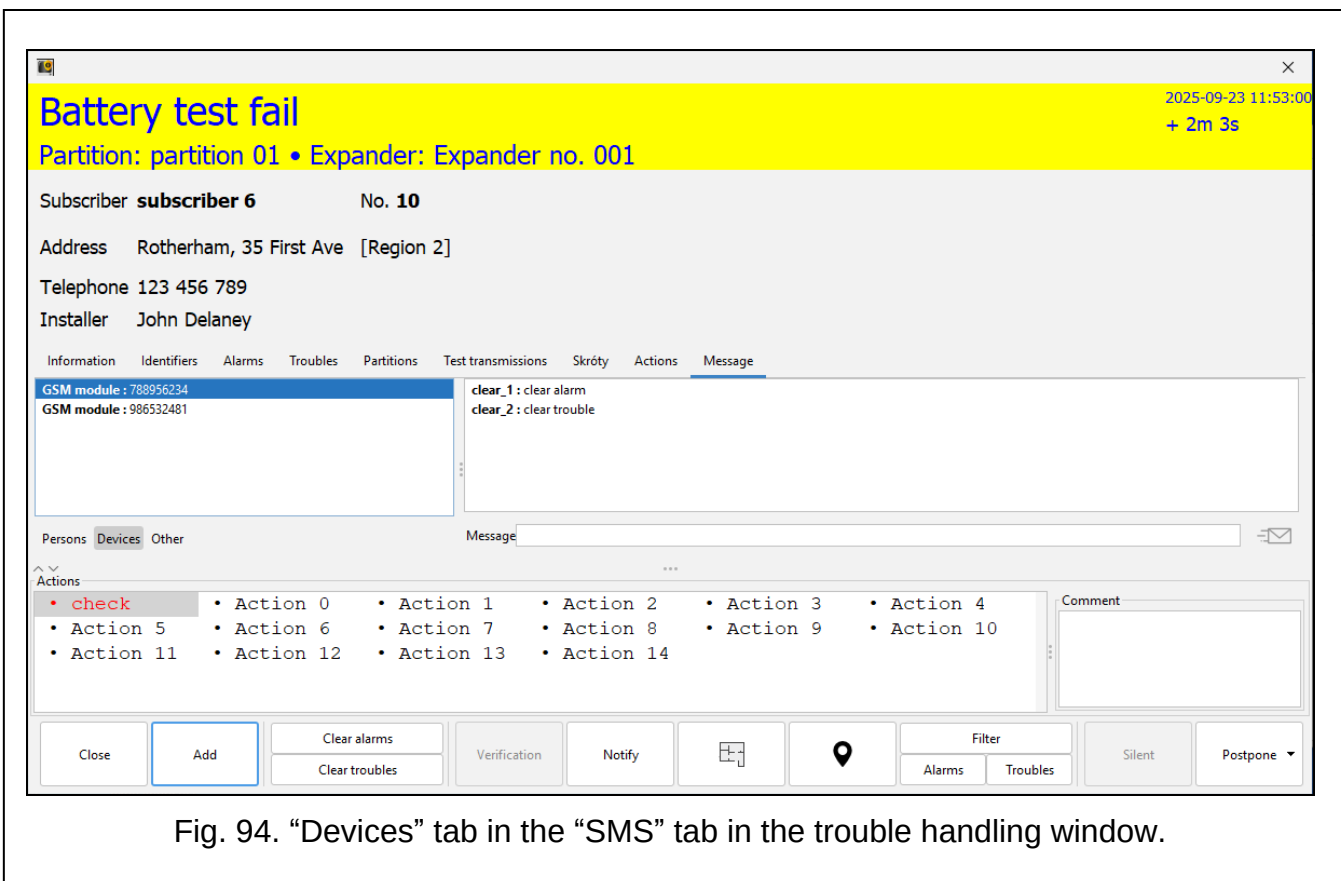


Fig. 94. “Devices” tab in the “SMS” tab in the trouble handling window.

List of phone numbers – phone numbers defined in the “GSM” tab for the identifier with which the event was received (see: “Identifiers” tab in the “Subscriber” window).

List of messages – messages defined:

- in the “Remote Control” tab for the identifier with which the event was received (see: “GSM” tab in the “Subscriber” window),
- in the control message templates (see: “Control messages” window).

SMS – message content.

 – click to send the control message. The icon is active after selecting the phone number and preparing the message.

“Other” tab

In this tab you can enter the phone number and prepare the content of the message to be sent.

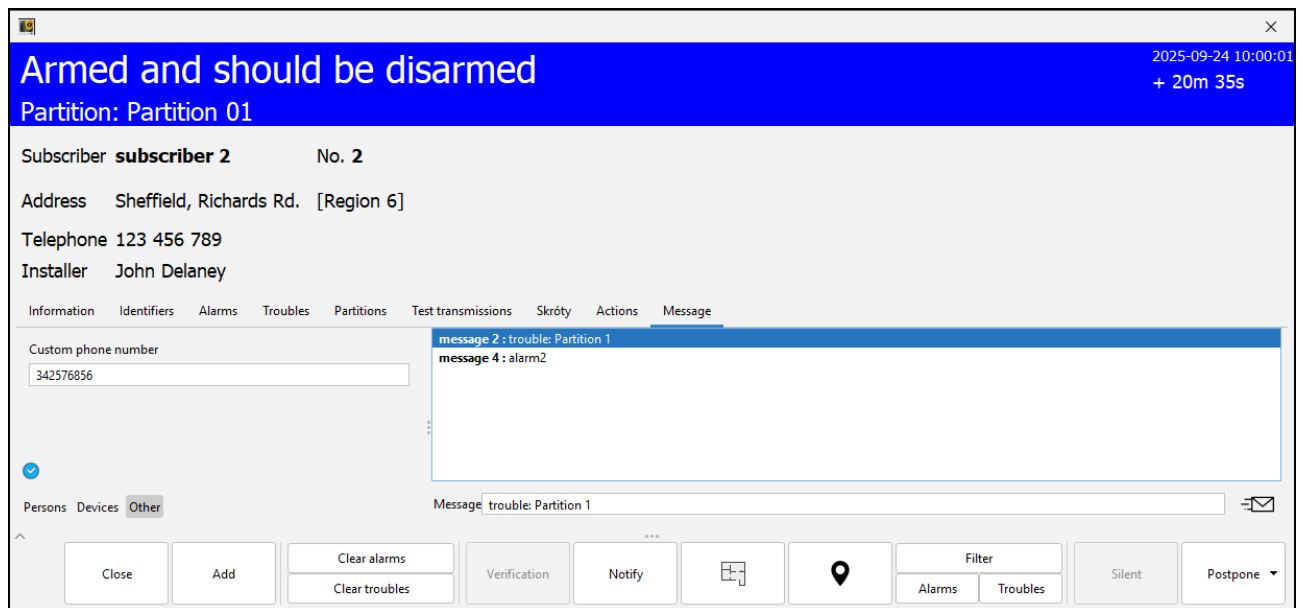


Fig. 95. “Other” tab in the “SMS” tab in the arm status handling window.

Custom phone number – enter the phone number to which the message is to be sent.

List of messages – messages defined in the text message templates (see: “Text messages” window).

SMS – content of the message to be sent. Click a message from the “List of messages” or enter a new one.



– click to send the message. The icon is active after entering the phone number and preparing the message.

7.12.4 Adjusting the window content



– click to:

- extend actions and comments over the whole window,
- restore the view of actions and comments.



– click to:

- extend subscriber-related data and tabs over the whole window,
- restore the view of subscriber-related data and tabs.



– click and drag to:

- expand the view of actions and comments,
- reduce the view of actions and comments.



– click and drag to:

- expand or reduce the view of actions,
- expand or reduce the view of comments.

7.12.5 Actions

The list of actions that can be taken by the user who is handling the event is displayed. Depending on their type, the actions can be presented as follows:

- black – defined locally, for the given computer workstation (see: “Actions” tab in “Configuration” window for the Client program),
- red – for all computer workstations:
 - actions defined for the given subscriber that the operator can perform when handling alarms, troubles and arm status events (see: “Actions” tab in the „Strefy” tab for the identifier in the “Subscriber” window),
 - actions defined for the selected system troubles (see: “Actions” tab in “Configuration” window).
- grayed out – actions already taken by the operator.

7.12.6 Comment

You can add an additional comment to an action:

1. Select the action you want to add a comment to.
2. Click inside the “Comment” field and enter the text.
3. Click “Add”.
4. The entered comment will appear with the selected action in the “Actions” tab and in the detailed list of actions taken in the “Event log” window.



You cannot add any comment to the already performed action.

7.12.7 Buttons

Close – click to end the event handling and close the window. Keyboard shortcut: Ctrl+Z.

Add – click to add the selected action(s) with a comment to the list of actions taken. Instead of clicking the button, you can press ENTER. The action with a comment will be displayed in the “Actions” tab, and in the detailed list of actions taken in the “Event log” window at each specific event.

Clear alarms – click to delete all unhandled alarm events with the same identifier. Keyboard shortcut: Alt+Ctrl+F5. The “Manual alarm clearing” will be displayed in the list of actions taken in relation to these events. This button is available to users with the “clearing alarms” rights. It is only active when there are some unhandled alarms.

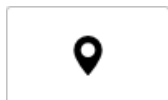
Clear troubles – click to delete all unhandled trouble events with the same identifier. Keyboard shortcut: Alt+Ctrl+F6. The “Manual trouble clearing” will be displayed in the list of actions taken in relation to these events. This button is available to users with the “clearing troubles” rights. It is only active when there are some unhandled troubles.

Verification – click to open the “Video verification” window. Keyboard shortcut: Ctrl+V. This button is active if the event involved visual verification of the alarm (see: “Video verification” window).

Notify – click to open the “Notify” window (see: “Notify” window). Keyboard shortcut: Ctrl+N. This button is active if any notification has been defined for the subscriber.



– click to open the “Site plans” window. Keyboard shortcut: Ctrl+M. The list of plans defined for the subscriber is displayed in the window. This button is active if the subscriber has been assigned any plan.



– click to open a map with the subscriber location in your browser window. Keyboard shortcut: Ctrl+B. This button is active if the subscriber has been assigned a link to a location.

Filter – click to open the “Event log” window with the tab in which the last 3000 events related to the subscriber will be displayed. This button is available to users with the “viewing” rights. Instead of clicking the button, you can press F2.

Alarms – click to open the “Event log” window with the tab in which the last 3000 alarms at the subscriber’s site will be displayed. This button is available to users with the “viewing” rights. Instead of clicking the button, you can press F3.

Troubles – click to open the “Event log” window with the tab in which the last 3000 troubles at the subscriber’s site will be displayed. This button is available to users with the “viewing” rights. Instead of clicking the button, you can press F4.

Silent – click to mute the sound signal of alarm / trouble / arm status event. Instead of clicking the button, you can press F12.

Postpone /  – click to postpone the event handling. If you click the drop-down menu symbol and select the “All” command, all windows with events to be handled will be closed. You can return to them in the “Event log” window.

7.12.8 “Video verification” window

The window displays images sent by the SATEL device. At the top of the window there are:

- event name, identifier and code,
- subscriber data,
- additional information.

[frame] – camera name, date and time of the image. In the case of the Viver module, the frame color indicates:

- green – image made before the event,
- red – image made after the event,
- blue – “live view” from the camera.

Prolong transmission (only Viver) – if this option is enabled, you watch the “live” footage. You can extend the transmission time up to 20 minutes (the preview time is defined by the “Maximum view time” parameter in the VIVER program).

Picture size (only Viver) – you can adjust the image size to the window size during playback. You can select from: Original, Fit window and Fit window with aspect ratio. By default: Fit window with aspect ratio.



– click to show the previous image.



– click to play a sequence of images.



– click to stop playing the sequence of images.



– click to show the next image.

[Slider] – click and move to fast-forward or rewind the sequence of images to a particular spot of the recording.

x/y – information shown as x/y, where x is the image displayed now and y is the number of all images.

[bar at the bottom of the window] (only Viver) – the following messages may be displayed:

VAV device online – active connection between the VIVER module and the station,

Transmission complete – no transmission from the VIVER module.

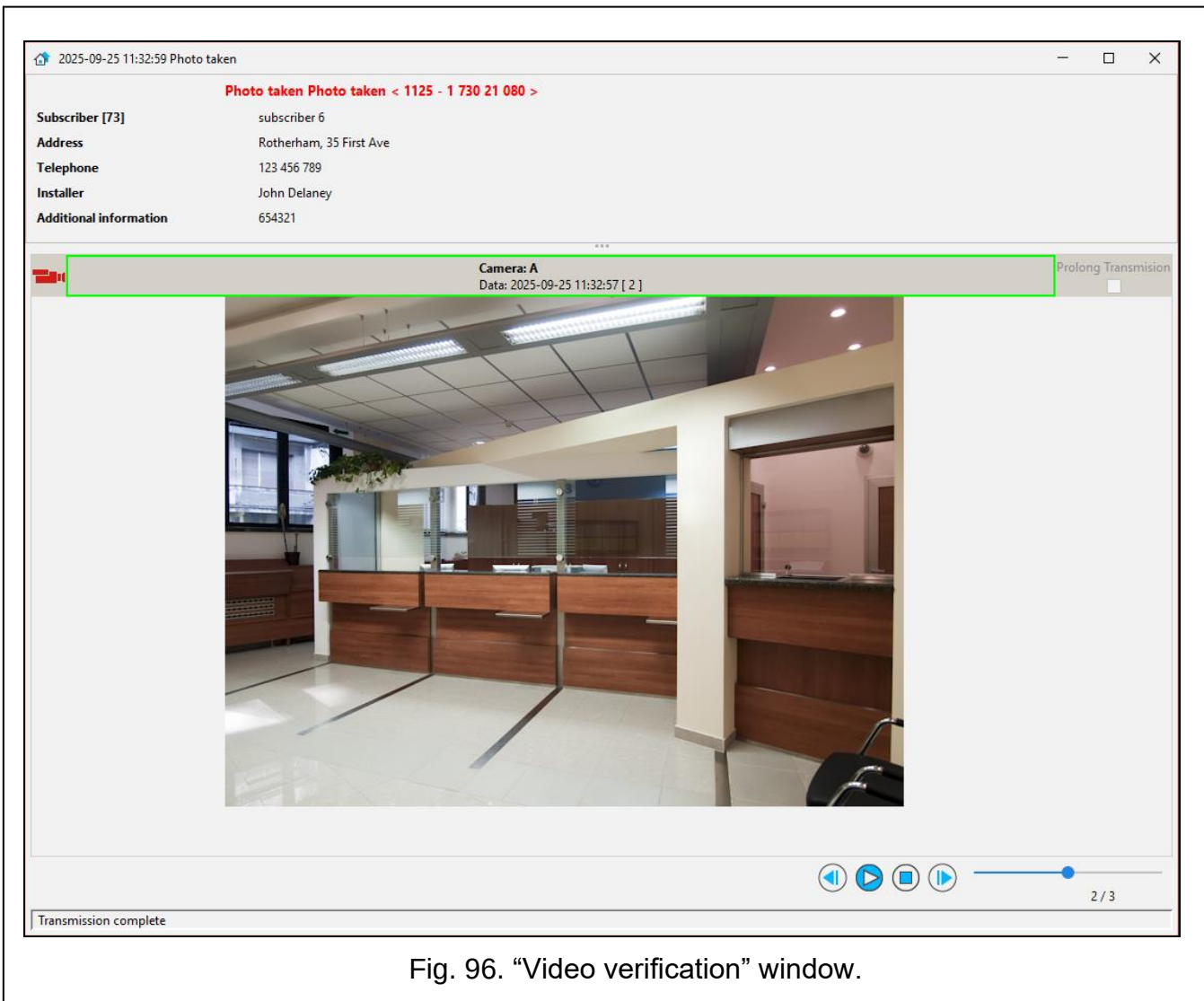


Fig. 96. "Video verification" window.

7.12.9 "Notify" window

In this window you can indicate the message content and send it to defined recipients as an event notification in the form of an SMS / e-mail message.

[List of messages] – messages defined in the text message templates (see: "Text messages" window).

[Message] – content of the message to be sent. Click one of the defined messages or enter a new one.

Message will be sent to – subscriber data from the „Notifications" window (see: "Subscriber" window),

 – click to send the message. The icon is active after preparing the message.

Close – click to close the window.

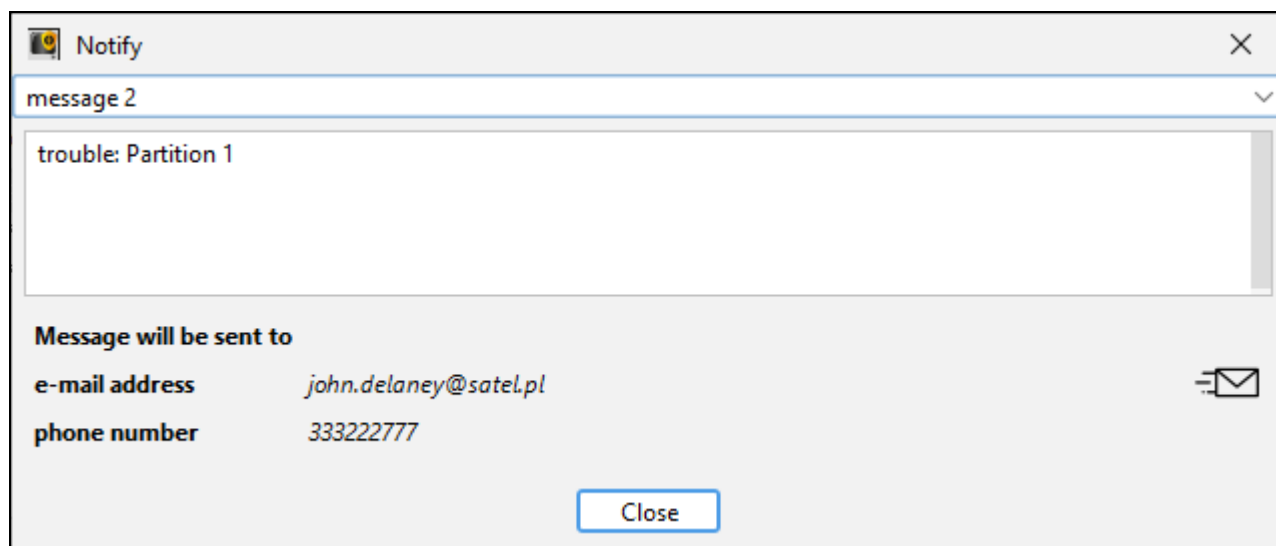


Fig. 97. "Notify" window.

7.13 "Event log" window

The last 500 events are displayed in this window. Events are displayed in the ascending order, from oldest (top) to newest (bottom).

Address – address of the device by which the event was received. Events with no card address are system events, generated by the monitoring station program.

Date – date and time when the event was received.

ID – identifier with which the event was received. Some of the system events have an identifier, and the other have not. The events with an identifier relate to:

- arm status,
- no test transmission,
- test transmission at wrong time,
- loss / restore of TCP / IP module communication with control panel,
- loss / restore of communication with TCP / IP module,
- attempt to establish connection with the station through the TCP / IP module.

Code – event code. In case of some events, the following information is given instead of the code:

- USER – in the case of events generated as a result of user activity;
- SYSTEM – in the case of system events;
- GSM – in the case of events which inform that SMS message or ring signal (CLIP type message) has been received by the GSM/LTE module;
- sequence of letters and / or digits – in the case of the "Unknown subscriber – no identifier in database" type of events and the events generated for SIA type identifiers;
- COMMENT – in the case of events to which a comment or a description has been added.

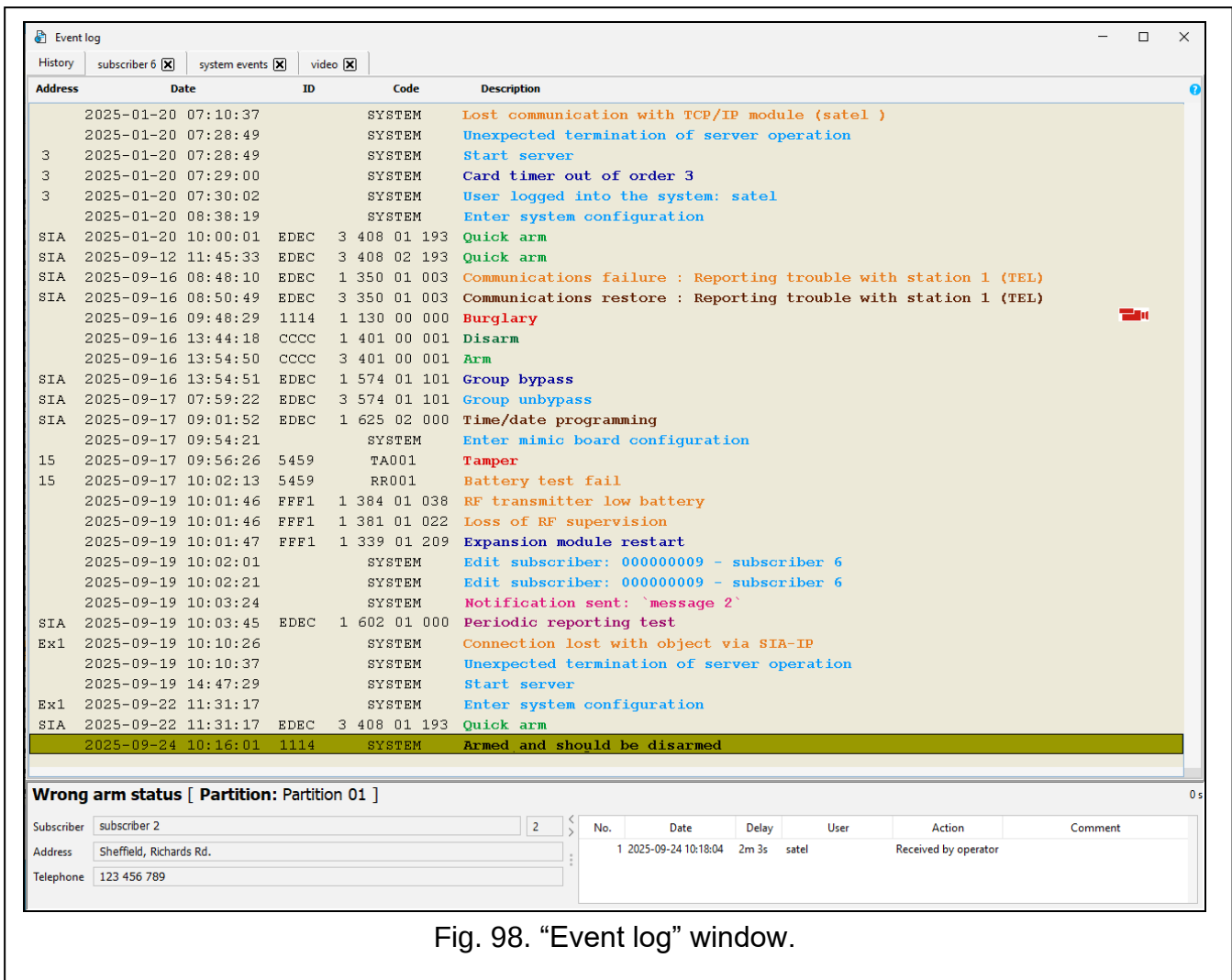


Fig. 98. "Event log" window.

Description – verbal description of the event. The color indicates the event type:

- (red) – "Alarm" type events,
- (light green) – "Arming" type events,
- (dark green) – "Disarming" type events,
- (orange) – "Trouble" type events,
- (brown) – "Restore" type events,
- (violet) – "Test" type events,
- (navy blue) – "Remark" type events and events notifying that SMS message or ring signal (CLIP type message) has been received by GSM/LTE module,
- (light blue) – "Other" type events and system events referring to program operation,
- (pink) – comment added by the user,
- (olive) – system events referring to arm status (see: "Arm statuses" tab).

The event that needs to be handled ("Alarm" and "Trouble" type events and arm status system events) is highlighted in the color appropriate for the given event type. The text is displayed in white or black.



The events of alarms and troubles which have been cleared are displayed in the event log as handled.



– the icon indicates that the description is about an event related to the visual alarm verification.

 – hover your cursor over the icon to display information about the number of events contained in the given tab.

[delay] – time between receiving the event and displaying it. The time is shown on the right side of the window above the data on event handling.

If you select an event and click / press ENTER, one of the windows will be displayed:

- handling window for an unhandled event (see: Event handling windows), provided that the user has the “handling” right,
- “Detailed information” for a handled event or an event that requires no handling (see: “Detailed information” window).

7.13.1 Event menu

Right-click the event to open the drop-down menu:

Information – click to open the “Detailed information” window (see: “Detailed information” window).

Handle – click to open the event handling window (see: Event handling windows).

Handle – finish (Ctrl+Z) – click to handle an event without opening the handling window. Keyboard shortcut: Ctrl+Z.

Verification – click to open the “Video verification” window (see: “Video verification” window).

Comments – click to show the list of commands for the comments (see: Comments).

Filter – click to open the “Filter” window (see: “Filter” window).

Filters – click to show the list commands for the filters (see: Filters).

Status board – click to open the “Status board” window (see: “Status board” window).

Edit – click to open the “Subscriber” window (see: “Subscriber” window).

Service – click to open the “Service” window (see: “Service” window).

Font – click to select the font size used to present events.

Colors – click to select the color scheme used to present events. There are two graphic styles: “STAM1” and “STAM2” to choose from.

Save as pdf – click to save the events from the displayed tab as a PDF file. In the window that opens, indicate the location where the file will be saved, enter its name and click “Save”.

Refresh reaction – click to show information about actions taken in regard to event handling below the list of events (see: Data on event handling method). Instead of using the command you can press the space bar.

7.13.2 Event details

Displayed under the event list is additional information on the selected event.

7.13.2.1 Event data

[Event type] – information on the event type:

Alarm – alarm at the monitored site,

Arming – arming at the monitored site,

Disarming – disarming at the monitored site,

Trouble – trouble at the monitored site or at the monitoring station,

Restore – end of trouble,

Test – test transmission,

Remark,

SMS – event informing that SMS message has been received by the monitoring station GSM/LTE module,

Telephone – event informing that ring signal (CLIP type message) has been received by the monitoring station GSM/LTE module.

Other,

Log-in – system event informing that user has logged in the STAM-2 Client program,

Log-out – system event informing that user has logged out of the STAM-2 Client program,

Comment – a comment added by the user,

Wrong arm status – system event informing that the partition arm status is inconsistent with the defined arm statuses.

[Monitored site data] – information given in square brackets, displayed in case of events received from the subscriber:

Partition – partition name,

Expander – expander name,

User – user name,

Zone – zone name,

Phone number.

7.13.2.2 Subscriber data

Basic information on the subscriber, to whom the selected event relates, is displayed:

Subscriber – subscriber name,

[No.] – subscriber reference number,

Address – subscriber address.

Telephone – subscriber phone number.

7.13.2.3 Adjusting the window content

◀ – click to:

- extend the event handling data over the entire width of the window,
- restore the initial view of data.

▶ – click to:

- extend the subscriber-related data over the entire width of the window,
- restore the initial view of data.

⋮ – click and drag to:

- expand or reduce the view of the subscriber-related data,
- expand or reduce the view of the event handling data.

7.13.2.4 Data on event handling method

Information about actions taken to handle a selected event is displayed:

No. – consecutive number of the executed action,

Date – date and time when the action was executed,

Delay – difference between the time of receiving the event by the monitoring station and its handling by the operator,

User – name of the operator who handled the event,

Action – description of the actions taken to handle the received event.

Comment – comment added to the actions in the event handling window (see: Comment).

Actions menu

Right-click the action to open the drop-down menu:

Details – click to display the "Details" window (see: "Details" window).

Set the width – click to automatically adjust the column width to fit the length of the texts contained in them.

"Details" window

User – name of the operator who handled the event.

Date – date and time of taking the action.

Delay – time difference between receiving the event by the monitoring station and handling of the event by the operator.

Action – description of actions taken to handle the event.

Comment – comment added to the action.

OK – click to close the window.

The image shows a screenshot of a software window titled "Details". The window has a standard title bar with a close button (X) in the top right corner. Inside the window, there are several input fields and text areas. At the top, there is a "User" field with the text "satel" entered. To its right are "Date" and "Delay" fields. The "Date" field contains "2025-09-12 11:38:05" and the "Delay" field contains "2m 58s". Below these fields is a large text area labeled "Action" which contains the text "Received by operator". Underneath the "Action" field is another large text area labeled "Comment", which is currently empty. At the bottom left of the window is an "OK" button.

Fig. 99. "Details" window.

7.13.3 Comments

7.13.3.1 New event

After clicking "New event", in the "Comment" window you can:

- add a comment type event,
- generate a trouble event for selected site with the content of the comment entered (e.g. in order to provide information to the operators).

If you do not select another subscriber, the new event will be added to the event log of the subscriber to whom the event you are commenting related. In the "Event log" window, the new event will be displayed without an assigned identifier and code, with the USER

information and a description. In addition, the trouble will be visible as an event to be handled. Data relating to the event handling method will contain information about the "Comment added" action.

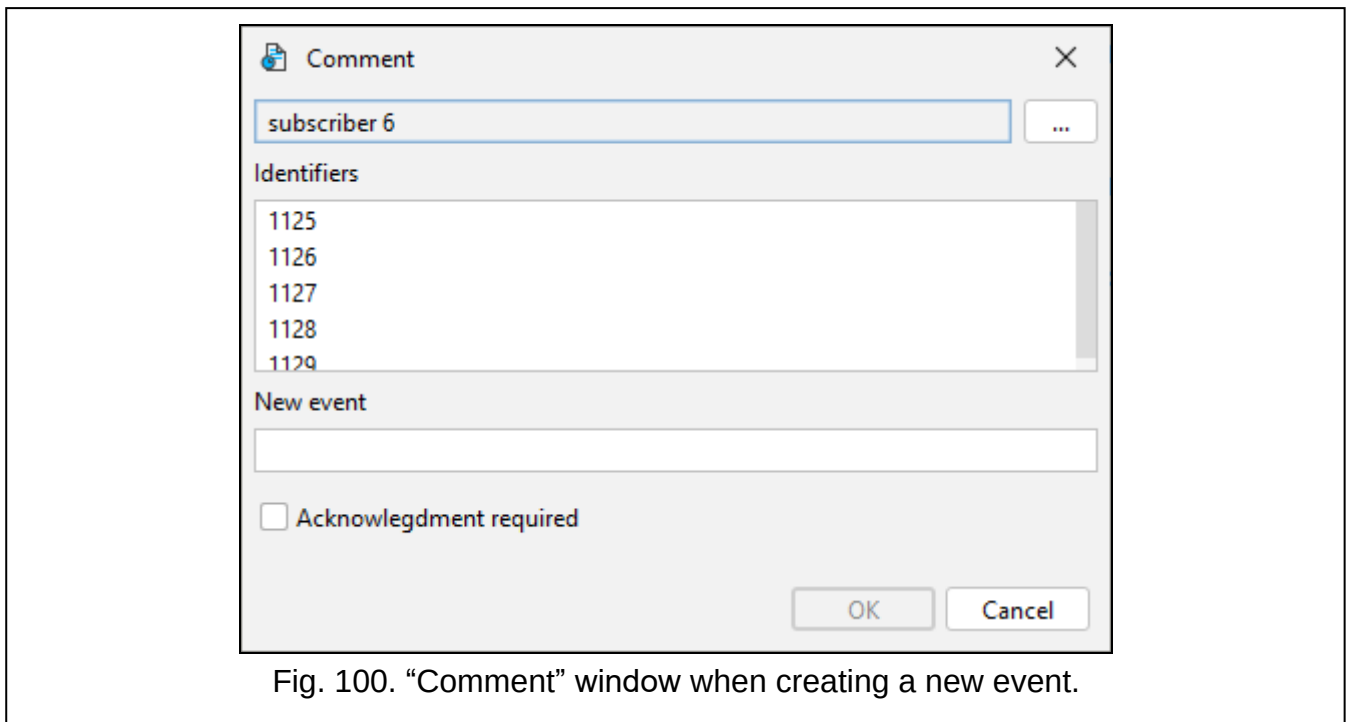


Fig. 100. "Comment" window when creating a new event.

[Subscriber] – subscriber name.



– click to select another subscriber.

Identifiers – identifiers assigned to the subscriber.

New event – content of event being added, which will be displayed in the "Event log" window.

Acknowledgment required – if you enable this option, new event will be generated as a trouble to be handled.

OK – click to save the entered data. This button is active if you enter the content of the event being added.

Cancel – click to close the window.

7.13.3.2 To event

After clicking "To event" in the "Comment" window you can add a comment to an event. The content entered in the comment will be displayed in the "Event log" window in the event handling data (see: Data on event handling method) in the "Action" column, together with all information relating to this action.

[Event] – data on the event to which you want add a comment: the time of receipt of the event by the monitoring station and its description.

Comment – the content which will be displayed as an action taken when handling the chosen event.

OK – click to save the changes. This button is available if you complete the "Comment" field.

Cancel – click to close the window.

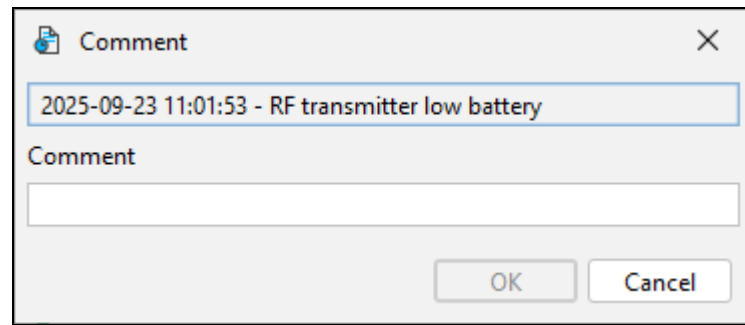


Fig. 101. "Comment" window when creating comment to an event.

7.13.4 "Filter" window

In this window you can define the rules of event filtering. This allows you to display only data that meets specific criteria. You can combine different criteria.

Name – name of the tab with filtered events.

You can filter events by the following criteria:

Subscriber – if this option is enabled, you can filter events by subscriber data. Select the filtering criterium and enter it in the adjacent field:

ID – subscriber identification number,

No. – subscriber reference number,

Name – subscriber name.

Identifier – if this option is enabled, you can filter events by an event identifier. Enter the identifier in the adjacent field.

Partition – if this option is enabled, you can filter events by partition number. Enter the number in the adjacent field.

Card address – if this option is enabled, you can filter events by the address of the device to which the filtered events apply. Click the drop-down menu symbol in the adjacent field and select the address.

System – if this option is enabled, system events will be displayed.

Unhandled – if this option is enabled, unhandled events will be displayed.

Trouble active – if this option is enabled, events informing about a handled but still ongoing trouble will be displayed.

Video verification – if this option is enabled, events related to the visual alarm verification will be displayed.

Program user – if this option is enabled, you can filter events by user names. Enter the user name in the field below.

Description – if this option is enabled, you can filter events by event description. In the field below, enter part or all of the event text. If you enable the option but leave the field below empty, the filtering will not be applied.

Last events – you can filter events by the number of recent events. In the adjacent field, click the drop-down menu symbol and select the number of recent events. You can select: 10, 50, 100, 500, 1000, 2000 and 3000. By default: 500.

Time interval – if this option is enabled, you can filter events by a given period of time. Select the filtering criterium in one of the fields below:

[hours/days] – click the drop-down menu symbol and select the number of hours (h) and days (d).

From – enter the date and time that will determine the beginning of the time period.

To – enter the date and time that will determine the end of the time period.

Fig. 102. "Filter" window.

Type – if this option is enabled, you can filter events by event type.

Alarm

Arming

Disarming

Trouble

Restore

Test

Remark

SMS

Telephone

Other

Comment

Wrong arm status

Source – you can filter events by a place where they are stored. Select the filtering criterium:

Main base – events saved to the program database.

Archive – events stored in the archive.

External file – events archived by means of the StamArchiver.exe program, stored in an external file (see: Archiving events to file). If you enable this option, you must select a subscriber and a system event.

Run with start – if this option is enabled and you save a filter (see: Filters), the "Event log" window will open with a tab in which events filtered according to the selected criteria will be displayed. The filter name will be the name of the tab.

Apply – click to filter events. The events will be displayed in a new tab in the "Event log" window.

Cancel – click to close the window.

7.13.5 Archiving events to file

The StamArchiver.exe program allows you to archive the selected events to an external file. The application is located in the "Server" catalog (for older Windows system versions: C:\Program Files\Satel\STAM-2\Server; for newer Windows system versions: C:\Program Files (x86)\Satel\STAM-2\Server). The access to the archived events will only be possible in the "Filter" window (see: "Filter" window).

Administrator Login – login of the user with the "Supervisor" status.

Password – password of the user with the "Supervisor" status.

From date / To date – time interval the events from which will be moved to an external file. The time of starting and ending the archiving for the selected date is 0:00. For example: to archive the year 2022 events, set the time period from 01.01.2022 to 01.01.2023

Backup – if this option is enabled, the archived events will remain in the database.

Remove – if this option is enabled, the archived events will be removed from the database.

Target directory – name of the folder in which the archived events will be saved.



– click to indicate the path to the folder.

Name of backup – name of the file where the events will be archived.

Comment – information that will be displayed at the file name in the "External file" field in "Filter" window.

Vacuum (defragmentation of the data base) – if this option is enabled, the size of the archived database file will be reduced to a minimum.

Execute – click to start the process of event archiving.



Before you execute the event archiving, make a backup copy of the database (STAM.db) – see: Backup.

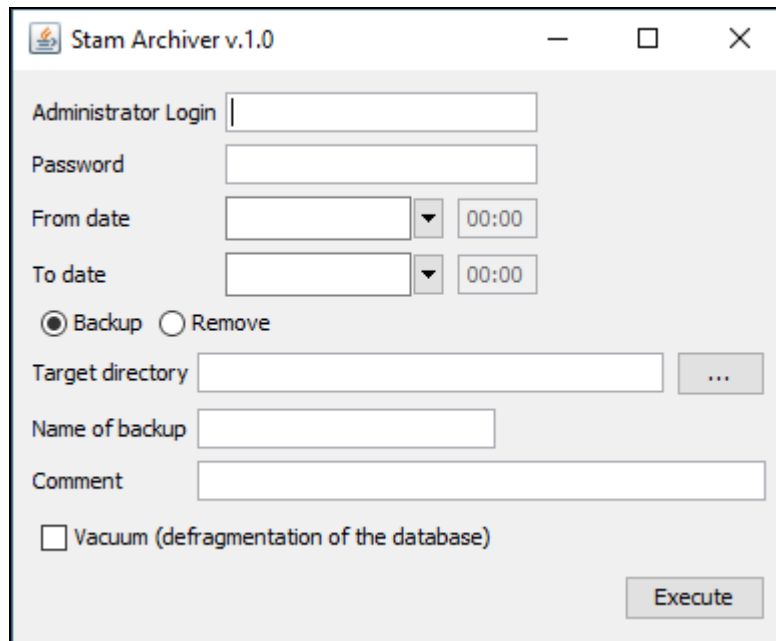


Fig. 103. Stam Archiver program window.

1. Start the STAM-2 Server program and run the application.
2. In the window that will open, enter the required parameters.
3. Click “Execute”.
4. When a message will be displayed reminding you to make a backup copy of the database (STAM.db), click “OK”.
5. When a window will be displayed informing you that the archiving process can take up to an hour, click “OK”.
6. In the window that will open, click “Start” to start the process of event archiving. The progress will be visible.



If any errors are detected during the archiving, the program will inform you about it.

If there are no events that meet the defined parameters in the database, the archiving process will not be started. In such case, press ESC to close the progress window and click  to close the program window.

7. When the archiving process is complete, a window will open to inform you about it.

7.13.6 Filters

[Filter(s)]

The list of filters that you saved is displayed. Click the filter name to open a tab with events filtered according to the filter settings. If the “Run with start” option is enabled for the filter, you will be immediately redirected to the appropriate tab. The filter name will be the name of the tab.

Save present

The command is used to save the filter settings. The filter name will only be displayed on the list of saved filters on the computer where the filter was saved.

“Filter manager” window

In this window you can add, edit and delete filters.

[List of filters] – list of saved filters.

New – click to open the „Filter” window (see: “Filter” window).

Edit – click to edit the filter settings.

Delete – click to delete the filter.

Close – click to close the window.

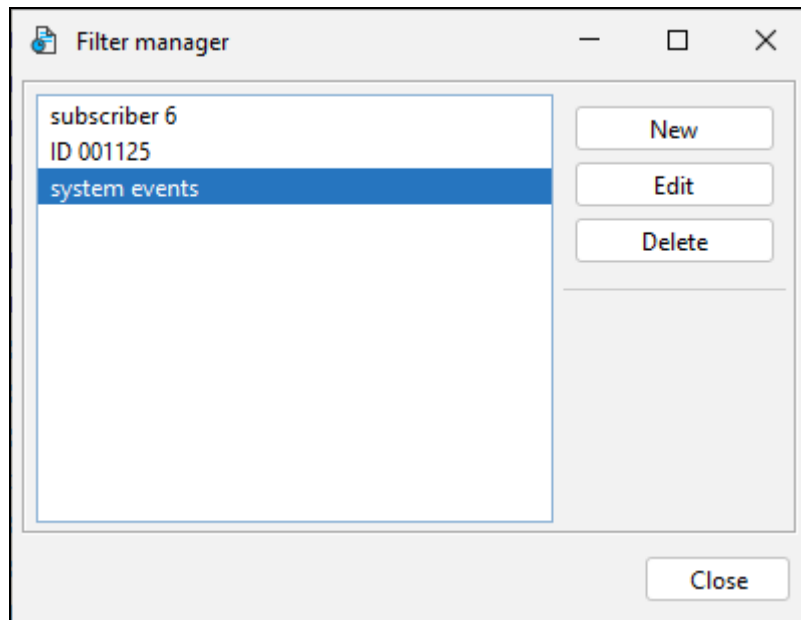


Fig. 104. “Filter manager” window.

7.13.7 “Service” window

In this window you can define the service time during which the subscriber will not be active (see: “General” tab in the “Subscriber” window). This function is useful e.g. for doing maintenance work on the subscriber devices.

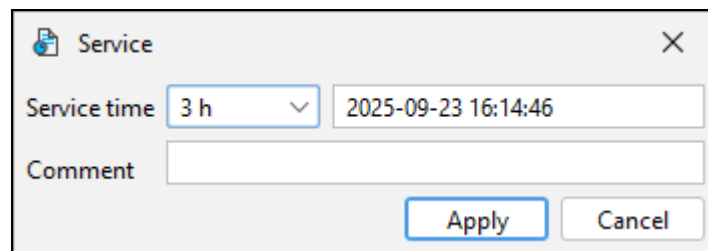


Fig. 105. “Service” window.

Service time – duration of the service work. Click the drop-down menu symbol and select the time. By default: 3h.

[Date and hour] – time of completion of the service work. It is defined automatically based on the value in the “Service time” field.



If you want to exit the service mode earlier, in the “Status board” window, right-click the subscriber and select the “Service” command, then “Service end” (see: “Status board” window).

Comment – text that will be displayed in the “Event log” window, the “Comment” column.

Apply – click to save the entered data. This button is active if you enter all the data.

Cancel – click to close the window.

In connection with the service work, the following are generated:

- event informing about the start of the service mode:
 - with no identifier or code,
 - with USER information,
 - with a description,
 - with the name of the operator who reported the service work.
- event(s) informing about the end of the service mode / servicing:
 - with no identifier or code,
 - with a description,
 - system events informing about the end of servicing after the programmed time has passed,
 - 2 events if the service mode is terminated ahead of time: first one with USER information and the name of the operator who terminated the mode, and second one – system event informing about the end of servicing.

7.14 “Status board” window

This window is available to all users. It shows the current statuses of all subscribers.

Each subscriber is shown as a rectangle with their reference number and an icon representing their status (see: Icon descriptions). A color border may also appear around the field (see: Description of borders). If you double-click the rectangle or you select it and press ENTER, the “Detailed information” window will be displayed (see: “Detailed information” window). If you click the field, the subscriber menu will be displayed (see: Subscriber menu).

The fields are sorted based on the reference numbers assigned to the subscribers (see: “Subscribers” window). If you set a map as the background, you can arrange the subscribers on the map as needed.



– information about the subscriber (name, identifiers and current status) displayed after selecting the subscriber.



– location of the subscribers on the board is locked. Double-click to unlock it. This function is active if you set a map as the window background [only STAM-2 PRO].



– location of the subscribers on the board is unlocked, i.e. you can arrange them as needed. Double-click to lock it [only STAM-2 PRO].



If you made any changes, when closing the “Status board” window, you will be asked if you want to save the changes. Click “Yes” to save the changes.



– click to show information about alarms at the subscribers’.



– click to show information about troubles at the subscribers’.



– click to show information about the system arm status.



– click to show information about test transmissions.



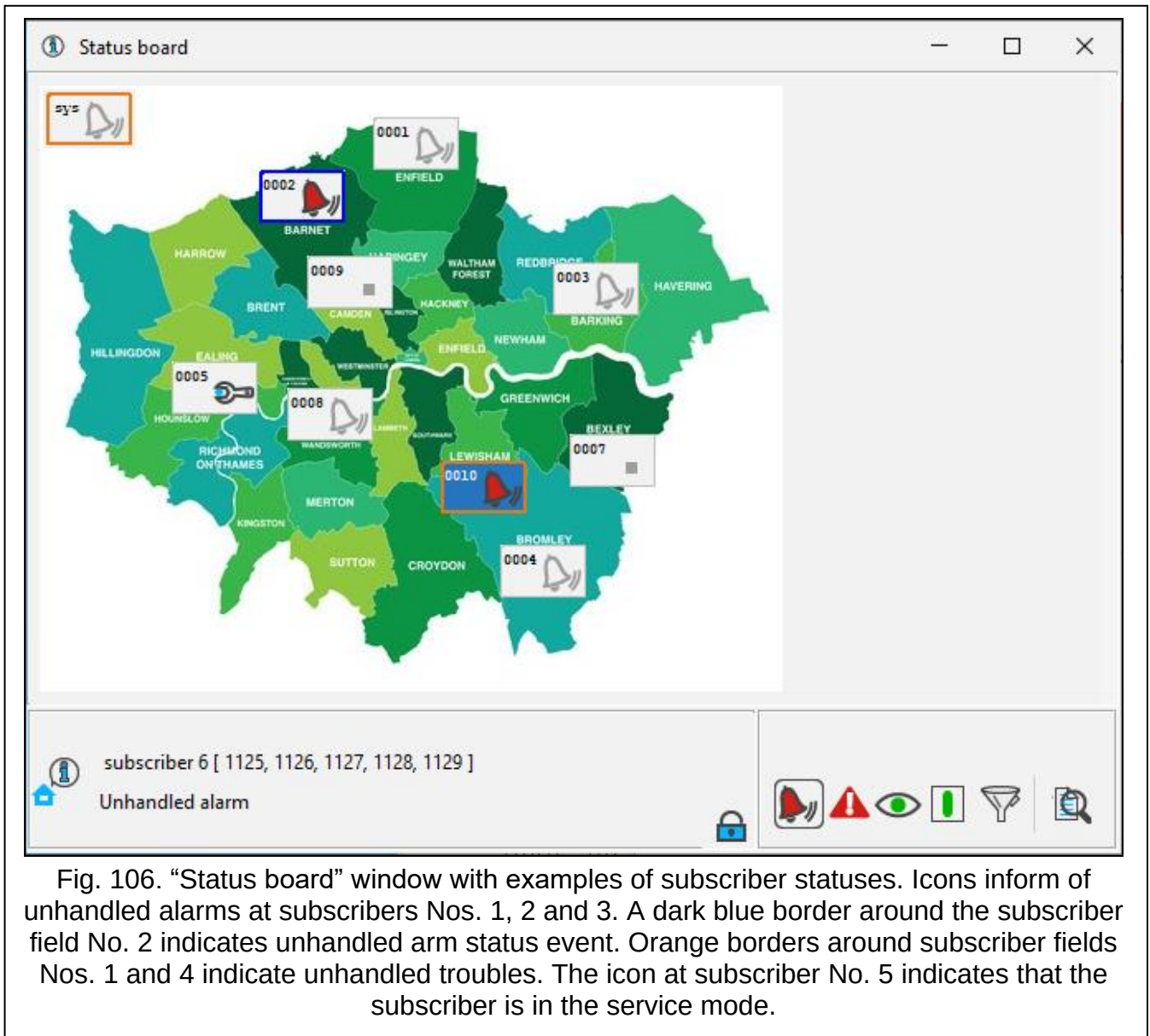
– click to further filter the displayed subscribers. Only the subscribers will be shown who have:

- registered unhandled alarms,

- registered unhandled active troubles,
- registered unknown alarm system status: no arm status event has been received from the subscriber and, according to the settings defined in the “Arm statuses” tab, the system should be armed or disarmed,
- no registered test transmission.



– click to open the “Find” window (see: “Find” window).



7.14.1 Icon descriptions

The icons indicate:

- ☒ – no subscriber with the given reference number.
- – subscriber inactive.
- no unhandled alarms.
- unhandled alarms.
- no unhandled troubles.

-  – unhandled inactive troubles.
-  – handled active troubles.
-  – unhandled active troubles.
-  /  – alarm system is disarmed.
-  /  – [flashing icon] alarm system is disarmed, even though it should be armed (the status is inconsistent with that defined in the “Arm statuses” and “Exceptions” tabs).
-  /  – alarm system is armed.
-  /  – [flashing icon] alarm system is armed, even though it should be disarmed (the status is inconsistent with that defined in the “Arm statuses” and “Exceptions” tabs).
-  /  – alarm system is partially armed.
-  /  – [flashing icon] the status is inconsistent with that defined in the “Arm statuses” and “Exceptions” tabs in at least one of the partitions.
-  /  – unknown alarm system status – no arm status event has been received from the subscriber.
-  /  – [flashing icon] alarm system is disarmed, even though it should be armed, or it is armed, even though it should be disarmed (the status is inconsistent with that defined in the “Arm statuses” and “Exceptions” tabs).
-  /  – no defined test transmissions.
-  /  – test transmissions received at the expected time.
-  /  – no test transmission.
-  /  – alarm control panel not synchronized with the monitoring station – no test transmission or another event was received from the subscriber, but the time period after which the lack of test transmission would be reported, has not expired yet.
-  /  – waiting for test transmission.
-  – subscriber is in the service mode / subscriber is being serviced.

7.14.2 Description of borders

There may be a border around the rectangles. Its color has the following meaning:

- red – trouble, arm status or test transmission icons are being displayed, and there are unhandled alarms.
- dark blue – alarm, trouble or test transmission icons are being displayed, there are no unhandled alarm, but there are unhandled arm status events.
- orange – alarm, arm status or test transmission icons are being displayed, there are no unhandled alarms or arm status events, but there are unhandled troubles.

7.14.3 Subscriber menu

Right click the subscriber to open the drop-down menu:

Details – click to open the "Detailed information" window (see: "Detailed information" window).

GuardX – click to open the "GuardX" window. It will display a list of identifiers for which the parameters for connection to the GUARDX program have been defined. Select the identifier and click "OK". The first time you connect to the GUARDX program, the "Open" window will appear. Indicate the directory where the GUARDX program is installed and run the application [only STAM-2 PRO].

Keypad – click to open the "Keypad" window. It will display a list of virtual keypads. Select the keypad and click "Connect" to access to the keypad [only STAM-2 PRO].

Plans – click to open the "Site plans" window with a list of plans assigned to the subscriber (see: "Plans" tab).

Filter – click to open the "Event log" window with a tab where events received from the subscriber and system events generated in connection with the subscriber will be displayed.

Edit – click to display the subscriber window in edit mode.

Service – click to show the list of service commands:

Service – click to open the "Service" window where you can start the service mode (see: "Service" window).

Service end – click to exit the service mode before the defined time.

Site list – click to open the "Site list" window with a list of subscribers in the service mode. The date and time under the subscriber identification number and name is the time of completion of the service work.

Show on mimic board – click to light up the LED corresponding to the selected subscriber on the mimic board.

7.14.4 "Detailed information" window

7.14.4.1 Subscriber data

Subscriber – subscriber name.

No. – subscriber reference number.

Address – subscriber address.

Region – name of the region to which the subscriber is assigned.

Telephone – subscriber telephone number.

Installer – data of the company or person who installed the subscriber's alarm system or is at the present time responsible for maintenance and operability of the system.

7.14.4.2 Tabs

Information – additional subscriber-related data (see: "General" tab in the "Subscriber" window).

Identifiers – a list of subscriber identifiers.

Alarms – a list of unhandled alarms received from the subscriber. The following information is displayed: date and time of the event, subscriber identifier, event description, number of partition and zone / expander / user.

Troubles – a list of troubles received from subscriber. The following information is displayed: date and time of the event, subscriber identifier, event description, number of partition and zone / expander / user, information on activity and trouble handling.

Partitions – a list of subscriber partitions. The following information is displayed:

- identifier,
- partition number,
- partition name,
- information on arm status:

- armed / disarmed,
- should be armed / should be disarmed,
- ??? (if the "Arm status control" option is disabled for the partition or the monitoring station did not receive information on partition arm status).

The names and statuses of partitions for which the "Arm status control" is enabled are displayed in bold.

Test transmissions – a list of test transmissions defined for all identifiers of the subscriber. The following information is displayed: identifier, type of transmission, defined time and tolerance with which the transmission can be received, test status, date and time of the next transmission.

Shortcuts – shortcut buttons created for the subscriber. Click the button to open the application / page to which the shortcut leads.

7.14.4.3 Buttons

Handle – click to open the event handling window (see: Event handling windows). This button is available in the "Alarms" and "Troubles" tabs to users with the "handling" rights. It is active in the case of unhandled events.

Delete – click to delete an unhandled alarm / trouble. Deleting means handling the event. This button is available in the "Alarms" tab to users with the "clearing alarms" rights and in the "Troubles" tab to users with the "clearing troubles" rights. It is active in the case of unhandled alarms / troubles.

Delete all – click to delete all unhandled alarms / troubles with the same identifier. Deleting means handling the events. This button is available in the "Alarms" tab to users with the "clearing alarms" rights and in the "Troubles" tab to users with the "clearing troubles" rights. It is active in the case of unhandled alarms / troubles.

Filter – click to open the "Event log" window with a tab where the last 3000 subscriber-related events will be displayed. This button is available to users with the "viewing" rights.

Plans – click to open the "Site plans" window of the given subscriber. A list of plans defined for the subscriber is displayed in the window. This button is active if any plan has been assigned to the subscriber.

Close – click to close the window.

7.14.5 "Find" window

In this window you can define search rules for subscribers or identifiers. This allows you to display only data that meets specific criteria.

Subscriber – if this option is enabled, you can filter data by subscriber-related information. Select the filtering criterion and enter it in the adjacent field:

ID – subscriber identification number,

No. – subscriber reference number,

Name – subscriber name.

The first subscriber who meets the set criteria will be selected.

Identifier – if this option is enabled, you can filter data by an identifier. Enter the identifier in the adjacent field. The subscriber with the given identifier will be selected.

Fig. 107. "Find" window.

Next – click to display the next subscriber who meets the set search criteria in the "Status board" window.

Previous – click to display the previous subscriber who meets the set search criteria in the "Status board" window.

Search – click to search for subscribers with specified criteria among the status board subscribers.

Close – click to close the window.

7.15 Reports and documentation

The "Reports" window is available to all users. In this window you can create and print:

- report on events related to the subscriber(s) and the system, report on the work of selected users, report on the monitoring station; you must have the "printing reports" rights,
- subscriber-related documentation; you must have the "printing documentation" rights.

7.15.1 "Subscriber" tab

In this tab you can define the settings for subscriber reports and subscriber-related documentation.

Documentation – if this option is enabled, you can generate documentation regarding subscriber(s).

Report – if this option is enabled, you can generate a report on subscriber events.

Subscribers – section of the window where you can select subscriber(s) and their identifiers for whom the report or documentation is to be printed out.



– click to indicate the path to the folder where reports or documentation will be saved.

Subscribers – click to open the "Subscribers" window (see: "Subscribers" window).

Identifiers – select a subscriber and click to open the "Identifiers" window (see: "Identifiers" window).

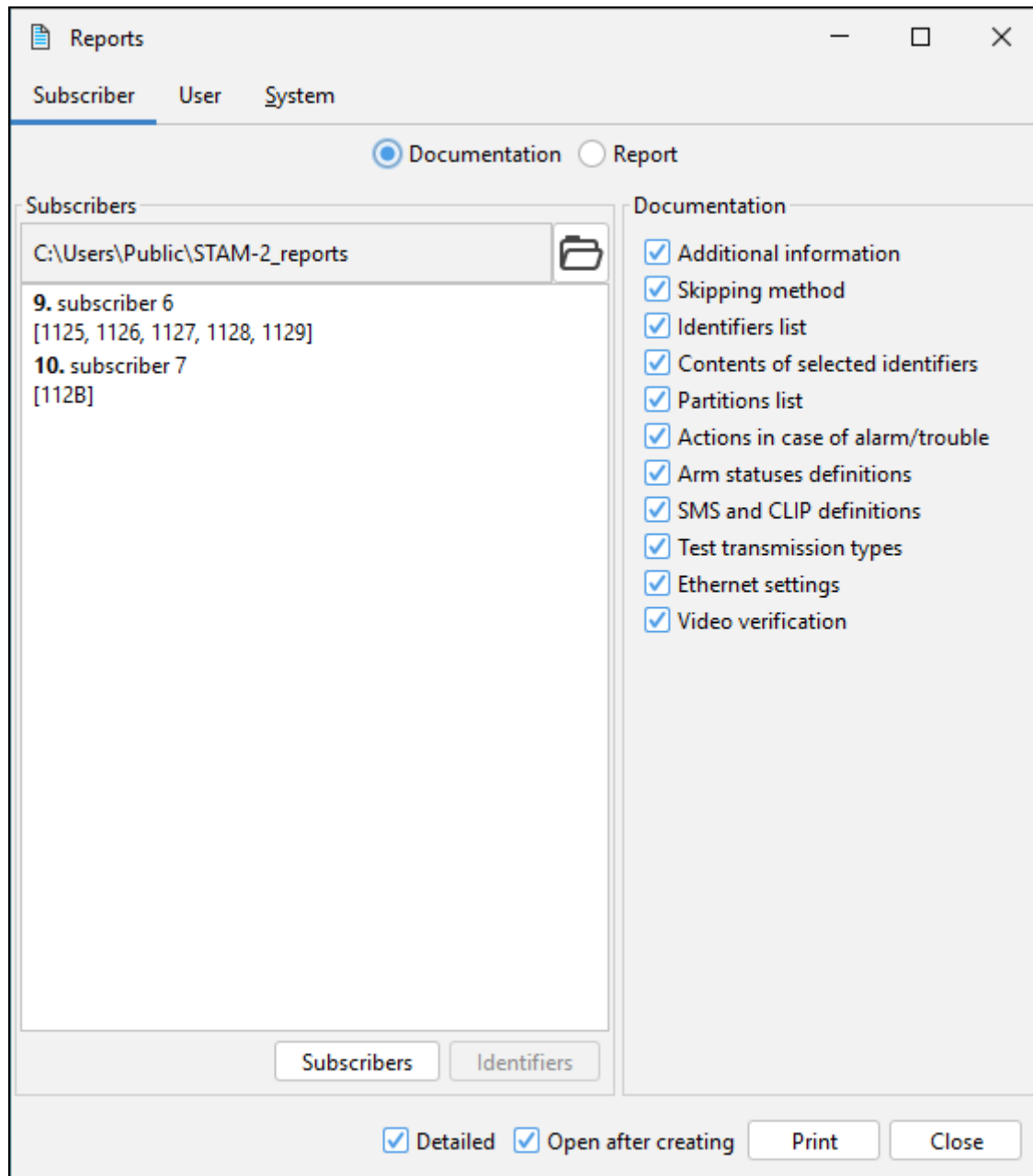


Fig. 108. "Subscriber" tab in "Reports" window after enabling the "Documentation" option.

Documentation – list of data displayed after enabling the "Documentation" option. Select the types of data that will be included in the subscriber documentation:

- Additional information,
- Skipping method,
- Identifiers list,
 - Contents of selected identifiers,
 - Partitions list,
 - Actions in case of alarm/trouble,
 - Time areas definitions,
 - SMS and CLIP definitions,
 - Test transmission types,
 - Ethernet settings,

- Video verification.

The screenshot shows the 'Reports' window with the 'Subscriber' tab active. The 'Report' radio button is selected. The 'Subscribers' list contains two entries: '9. subscriber 6' and '10. subscriber 7'. The 'Events' list includes Alarm, Arming, Disarming, Trouble, Restore, Test, Remark, Message, Telephone, Other, Comment, and Wrong arm status, all of which are checked. The 'Time interval' is set from 2025-09-17 07:51:47 to 2025-09-24 07:51:47. The 'Source' is set to 'Main base'. The 'Detailed' and 'Open after creating' options are checked. The 'Print' and 'Close' buttons are visible.

Fig. 109. "Subscriber" tab in "Reports" window after enabling the "Report" option.

Report – settings displayed after enabling the "Report" option:

Events – types of events that will be included in the report. You can select from:

- Alarm,
- Arming,
- Disarming,
- Trouble,
- Restore,
- Test,
- Remark,
- SMS,
- Telephone,

- Other,
- Comment,
- Wrong arm status.

Time interval – you can filter events that will be included in the report by a specified period of time. In the “From” and “To” fields, enter the date and time that will determine the time period of the report. By default, the time range is set to last week.

Source – you can filter events that will be included in the report by their storage location. Select the filtering criterium in one of the following fields:

Main base – all events saved in the program main database.

Archive – events located in the archive.

External file – events archived using the StamArchiver.exe program and located in an external file (see: Archiving events to file). If you select this option, you must select the file with archived events.

7.15.1.1 “Subscribers” window

The list of subscribers is displayed in a table. What information is available in the table, depends on the columns you select to display. You can sort data in the table by column name. You can filter the list of subscribers as needed. All parameters are described in the “List of subscribers” section.



A user assigned to a given region can only see the active subscribers who are assigned to that region.

If you want to select several subscribers, press and hold Ctrl and click subscribers to select them. If you want to select all subscribers, click one of them, then press Ctrl+A.

Apply – click to display the subscriber(s) on the list.

Cancel – click to close the window.

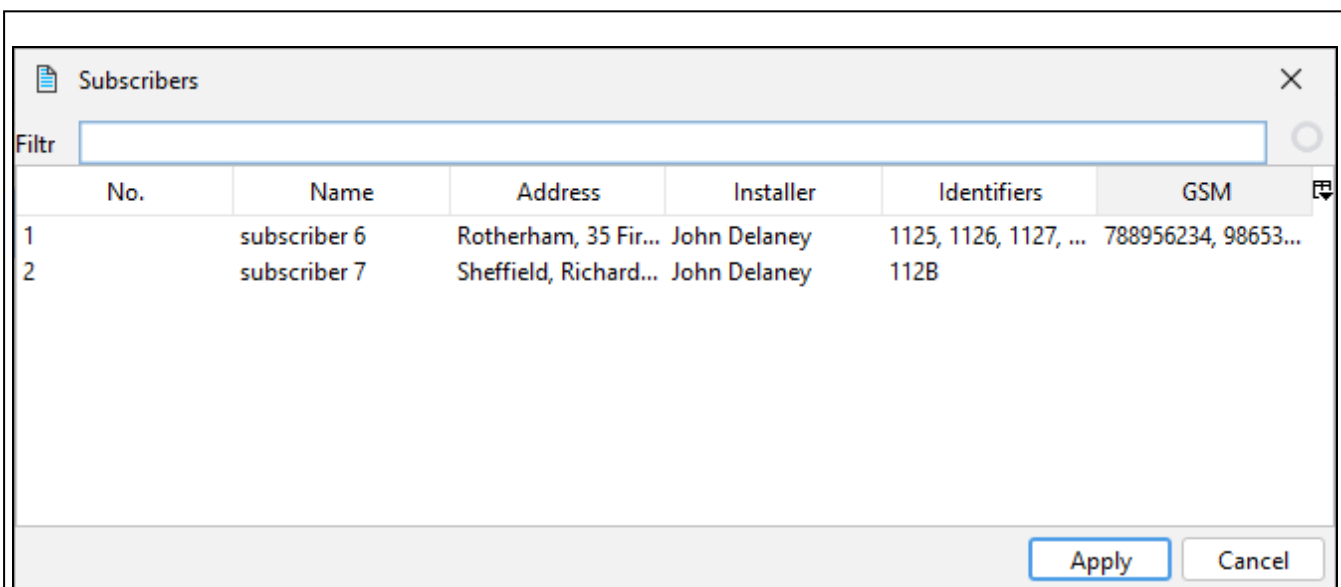


Fig. 110. “Subscribers” window in the “Reports” window.

7.15.1.2 “Identifiers” window

In this window a list of identifiers assigned to the subscriber you selected is displayed. All identifiers are selected. If you want to select only some of them, click the identifiers that you do not want in the report.

Apply – click to display the identifiers by the subscriber name.

Cancel – click to close the window.

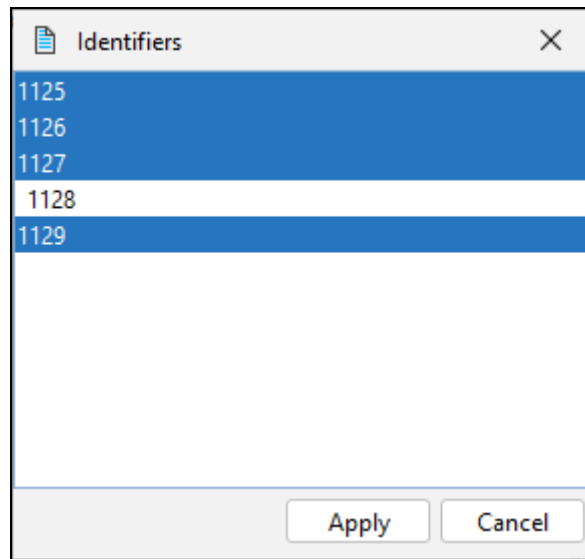


Fig. 111. "Identifiers" window in the "Report" window.

7.15.2 "User" tab

In this tab you can define the settings of reports on the work of program users.

Operator – click to select the user you want the report to refer to.

What should be printed – select data that will be included in the user report:

- Alarms handled,
- Troubles handled,
- Arm status events handled,
- Shift starts and ends,
- Comments,
- Statistics.

Time interval – you can filter information on the work of users by a specified period of time. In the "From" and "To" fields, enter the date and time that will determine the time period of the report. By default, the time range is set to last week.

Source – you can filter user-related events by their storage location. Select the filtering criterium in one of the following fields:

Main base – all events saved in the program main database.

Archive – events located in the archive.

External file – events archived using the StamArchiver.exe program and located in an external file (see: Archiving events to file). If you select this option, you must select the file with archived events.

Reports

Subscriber User System

Operator: satel

What should be printed

- ☒ Alarms handled
- ☒ Troubles handled
- ☒ Arm status events handled
- ☒ Shift starts and ends
- ☒ Comments
- ☒ Statistics

Time interval

From: 2025-09-17 07:51:47

To: 2025-09-24 07:51:47

Source

☐ Main base

☒ Archive

☐ External file

☒ Detailed ☒ Open after creating

Print Close

Fig. 112. "User" tab in "Reports" window.

7.15.3 "System" tab

In this tab you can define the settings of reports on monitoring stations.

Type – select the types of events that will be included in the report. You can select from:

- Alarm,
- Arming,
- Disarming,
- Trouble,
- Restore,
- Test,
- Remark,
- SMS,
- Telephone,

- Other,
- Comment,
- Wrong arm status.

Time interval – you can filter events that will be included in the report by a specified period of time. In the “From” and “To” fields, enter the date and time that will determine the time period of the report. By default, the time range is set to last week.

Source – you can filter events that will be included in the report by their storage location. Select the filtering criterium in one of the following fields:

Main base – all events saved in the program main database.

Archive – events located in the archive.

External file – events archived using the StamArchiver.exe program and located in an external file (see: Archiving events to file). If you select this option, you must select the file with archived events.

The screenshot shows the 'Reports' window with the 'System' tab selected. The window has a title bar with 'Reports' and standard window controls. Below the title bar are three tabs: 'Subscriber', 'User', and 'System' (which is active). The main content area is divided into three sections:

- Type:** A list of event types with checkboxes, all of which are checked:
 - ☒ Alarm
 - ☒ Arming
 - ☒ Disarming
 - ☒ Trouble
 - ☒ Restore
 - ☒ Test
 - ☒ Remark
 - ☒ Message
 - ☒ Telephone
 - ☒ Other
 - ☒ Comment
 - ☒ Wrong arm status
- Time interval:** Two text input fields for 'From' and 'To'. The 'From' field contains '2025-09-17 07:51:47' and the 'To' field contains '2025-09-24 07:51:47'.
- Source:** Three radio button options: 'Main base' (selected), 'Archive', and 'External file'. Below the 'External file' option is a dropdown menu.

At the bottom of the window, there are three checked checkboxes: 'JSON format', 'Detailed', and 'Open after creating'. To the right of these are two buttons: 'Print' and 'Close'.

Fig. 113. “System” tab in “Reports” window.

JSON format – if this option is enabled, the report will be generated in a text format based on the subset of JavaScript. This option is only available in the „System” tab.

Detailed – if this option is enabled, the report will be generated together with a list of actions taken by the operators when handling events.

Open after creating – if this option is enabled, the report will be automatically opened after being generated.

Print – click to generate the report.

Close – click to close the window.

7.16 Notes

The “Notes” window is available to all users.

7.16.1 List of notes

The notes created by all users are displayed in a table.

No. – note reference number.

Date of issue – date and time of creating the note.

Sender – name of the user who created the note.

Title – note title.

You can sort the data in the table by the column name. You can also move the columns to another place (click the column name and drag it).

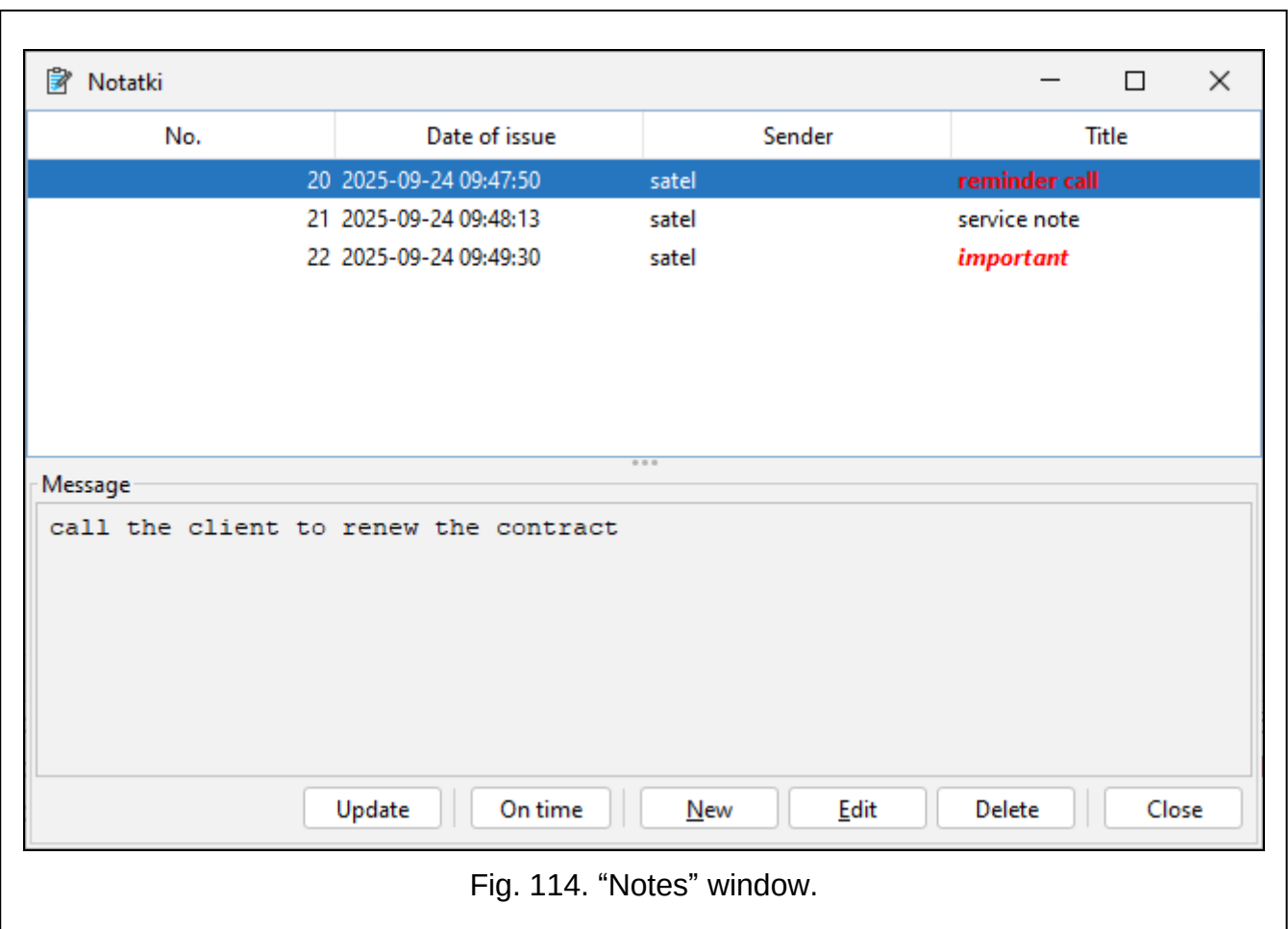


Fig. 114. “Notes” window.

Message – note content.

Update – click to update the list of notes.

On time – click to open the “On time notes” window. The list of notes of this type will be displayed in this window. Click “Clear” to delete the notes.

New – click to open the “New” window (see: “New” window) in which you can add a new note.

Edit – click to open the “Edit” window in which you can edit the selected note.

Delete – click to delete the selected note.



A note created by a user who has been deleted can only be deleted by the supervisor.

Close – click to close the window.

7.16.2 “New” window

Title – unique note name.



In the “Title” column of the “Notes” window, the html format is supported by the program. Thanks to this, you can highlight the note title, e.g. make it bold and colored. For example: entering the `<html><font color=ff0000><b>title</b></font></html>` text means that the note title will be red (ff0000) and bold (b).

Fig. 115. “New” window when adding a note.

Content – note content.

Type – note type. You can select from:

Normal – sent to a specific person or a group of people immediately after being created.

On time – sent to a specific person or a group of people but activated at a specific time for a given time interval on selected days of the week.

For – recipient of the note. It can be anyone: user, operator on duty, installer, supervisor and a specific addressee. If you select the “Addressee” option, enter the addressee’s name in the adjacent field.

Authorized to delete – person who can delete the note. It can be any user, supervisor or a specific addressee. This field is active if you selected the “Normal” note type. The “Addressee” field is active if you selected the “Addressee” option in the “For” field.

On time – time of sending and delivery of the note. This field is active if you selected the “On time” note type.

From date – date from which the note is to be delivered. This field is active if you selected the “On time” note type.

To date – date until which the note is to be delivered. This field is active if you selected the “On time” note type.

On weekdays – days of the week on which the note is to be delivered. These fields are active if you selected the “On time” note type.

OK – click to save the note.

Cancel – click to close the window.

8. Restart of the STAM-2 Server program

You can restart the STAM-2 Server program manually.

1. Right-click on the STAM-2 Server icon to open the menu.
2. Click “Exit”.
3. A window will open. Enter your login and password, then click “Close”.

9. Updating the STAM-2 monitoring station

9.1 Updating the STAM-2 program



Run the STAM-2 Server and STAM-2 Client program updates with administrator rights.

Depending on the operating system version and the account permissions, the STAM-2 Server database file (STAM.db) can be saved in different locations on your computer. If you are performing a standard installation of the STAM-2 program, the database file will be saved to:

- *C:\Program Files (x86)\Satel\STAM-2\Server – if you are running the STAM-2 Server program as an administrator;*
- *C:\Users\jsmith\AppData\Local\VirtualStore\Program Files (x86)\Satel\STAM-2\Server (jsmith is the account name of the user currently logged in) – if you are running the STAM-2 Server program with no administrator rights.*

For 64-bit operating systems, each time before you update the program, you must make sure of the database file (STAM.db) location. You can do it by checking the date and time of the “STAM.db” file in the above directories. It is because date and time are updated continuously (data are saved to the base on an ongoing basis):

- *if date and time of the “STAM.db” file in C:\Program Files (x86)\Satel\STAM-2\Server are not up to date (it is the installation date of the STAM-2 Server), this directory is not used to save the database;*
- *if date and time of the “STAM.db” file in C:\Users\jsmith\AppData\Local\VirtualStore\Program Files (x86)\Satel\STAM-2\Server are the same as the current date and time of the system (or date and time of the last closing of the STAM-2 Server), the directory is used to save the database.*

In such case, move the “STAM.db” file from directory C:\Users\jsmith\AppData\Local\VirtualStore\Program Files (x86)\Satel\STAM-2\Server to directory C:\Program Files (x86)\Satel\STAM-2\Server. After you have done this, you

can run the installation file of the STAM-2 Server program (it applies to version 2.3 or newer).

1. Start the STAM-2 Server and STAM-2 Client programs and check their versions. Close the programs.
2. Go to www.satel.pl and check the latest versions of the programs. If newer versions are available, download and save the files on your disk.
3. In case of any trouble, prepare a backup copy to guarantee data recovery. Copy the "Client" and "Server" folders (including their content) and move them to a safe location. The default access path is C:\Program Files\Satel\STAM-2 for 32-bit operating systems and C:\Program Files (x86)\Satel\STAM-2 for 64-bit operating systems.
4. Install the latest versions of the programs.
5. Start the programs.

9.2 Updating the STAM-1 cards software

1. Go to www.satel.pl and check the latest versions of the STAM-1 cards software. If newer versions are available, download and save the files on you disk.
2. Close the STAM-2 Server and STAM-2 Client programs.
3. Disconnect the telephone lines (STAM-1 P, STAM-1 R and STAM-1 K cards) and the network cables (STAM-1 PE and STAM-1 RE cards) so that the monitoring station does not receive any events during the software update.
4. Update the cards software.
5. Reconnect the telephone lines and the network cables to the appropriate card slots.

10. Moving the STAM-2 monitoring station software

1. On the new computer, depending on its operating system:
 - 32-bit operating system: in the "Program Files" directory on the C drive, create the "Satel" folder. Inside it, create the "SATEL-2" folder (C:\Program Files\Satel\STAM-2),
 - 64-bit operating system: in the "Program Files (x86)" directory on the C drive, create the "Satel" folder. Inside it, create the "SATEL-2" folder (C:\Program Files (x86)\Satel\STAM-2).
2. On the old computer, copy the "Client" and "Server" folders (including their content) and paste them to the newly created folder on the new computer (the default access path for 32-bit operating systems: C:\Program Files\Satel\STAM-2, for 64-bit operating systems: C:\Program Files (x86)\Satel\STAM-2).
3. Install both programs on the new computer.



When moving the data, be sure to create appropriate folders for the database backup copy and the auxiliary database on the new computer.

11. License agreement

1. SATEL Sp. z o.o., a limited liability company, having its registered office at ul. Budowlanych 66, 80-298 Gdansk, Poland, entered in the Register of Entrepreneurs kept by the District Court Gdansk-North in Gdansk, 7th Economic Department of the National Court Register (KRS), under KRS number 0000178400, NIP taxpayer number 584-015-40-38, share capital PLN 1,830,000 (hereinafter the "Licensor") hereby grants a non-exclusive, non-free and perpetual license to use the STAM program (and, in the event indicated in para 2, also to use the STAM-View additional software component),

hereinafter called the "Program", supporting operation of the computer installed base receiver card of STAM-1 P or STAM-1 PE monitoring station, hereinafter called the Device, in the following fields of use:

- 1.1. loading the Program into the computer memory and replicating the Program in the computer memory;
- 1.2. adapting the Program, without changing its source codes, for the Licensee's hardware platform and configuration;
- 1.3. using the Program according to its intended purpose for the needs of the Licensee's undertaking;
- 1.4. using the Materials for the Licensee, referred to in para 12
– however, exclusively for the use of the Device according to its intended purpose. The Program can only be used in conjunction with the Device.
2. The Licensee may, for a fee according to the Licensor's current price list, extend functionality of the STAM Program by adding the STAM-View software component to enable remote access to the STAM-2 monitoring station. The STAM-View component does not constitute a separate program and is only supported by the STAM Program in the BASIC or higher version. In case the Licensee intends to extend functionality of the STAM Program with the STAM-View software component after having purchased a license for the STAM Program without the STAM-View software component, the Licensee shall submit to the Licensor the proof of purchase of the license for the STAM-View software component together with the number of the already owned STAM-2 hardware key, and on this basis the Licensor will generate and send to the Licensee a new license code, which also includes the right to use the STAM-View software component.
3. The License shall be granted to each Owner of the Device. The granted License may not be transferred, including sub-license, lease or rental to third parties in any way, but only with transfer of the title of ownership to the Device.
4. The License is granted against payment by the Licensee of the one-time license fee, fixed on the basis of the current price-list of the Licensor.
5. The "STAM-2 Server" program may only be installed on one computer, while the "STAM-2 Client" program - on several computers, however the "STAM-2 Client" may only be simultaneously used on the number of workstations specified in the invoice received from the Licensor.
6. The right to use the Program is defined by the hardware key and the unique license code which are assigned to the Licensee. The license code 1) shall determine the Licensee's authority level, as well as some options of the Program, and 2) shall be made available to third parties in no other way than together with the Device, in accordance with Item 2 above. The license code makes it possible to use the Program on the computer intended for installation of the Program. Such a code will be assigned only once. In justified cases, for example, hardware failure or replacement, or as specified below, the code may be assigned once more.
7. Having installed the Program, the Licensee shall register the Program, by means of the Licensor's website, by sending to the Licensor the individual serial number of the hardware key assigned to the Licensee, based on which the Licensor will create a unique license code for each installation. The code will be sent to the Licensee by e-mail after successful completion by the Licensee of the registration process on the stam2.satel.pl website. To enable the Program (subject, however, to the provisions of the next paragraph), the Licensee must load the received license code into the Program.
8. For 30 days after installation, the Program will work without the license code. Afterwards the Program will run for some time in a limited mode and then, unless you enter the license code, the Program will be blocked. In such a case, the Licensee which intends to

use the Program, must re-install the Program, creating a new (empty) database (which will result in the loss of data of supervised premises and the event log) and install in the Program a valid license code purchased from the Licensor for the price indicated in the Licensor's current price list.

9. The Licensor shall make sure that the hardware key is permanently plugged into the computer on which the "STAM-2 Server" program is running. Otherwise, the hardware key will be deregistered. If this is the case, to make further operation of the Program possible, provided that less than two weeks have elapsed since deregistration of the key, the Licensee may use the deregistered key restore function, which is included in the Program and operates on the principle of generating a string of characters that must be sent by the Licensee to the Licensor. In response, the Licensee which holds a valid license will receive from the Licensor a string of characters that Licensee should load into the Program. However, if two weeks or more have elapsed since deregistration of the key, the Program will be disabled irreversibly, the database of the Program will be lost and its recovery by the Licensee will be impossible. In special cases, the Licensor, on behalf of the Licensee, may make an effort to restore the database of the Program for an extra charge according to the current price list of the Licensor (item STAM HELP).
10. If any Program updates are created, the Licensor may make them available to the Licensee, at the request of the Licensee, against an extra fee according to the current price list of the Licensor. The Licensee may not demand that the Licensor should create any updates or upgrades for the Program. Updates and upgrades will be made available to the Licensee on the terms described above, according to the course of work and trade policy of the Licensor. This also applies to adding new functions to the Program.
11. The Program is delivered in the form of computer-readable object code and may only be used in this form. In particular, the Licensee, except when such actions are permitted under the mandatory provisions of the law, must not:
 - 11.1. disassemble, decompile, translate or try to otherwise reverse engineer the source code of the Program, or create derivations of the Program or components thereof, even if such actions result from the intention to repair errors or run an inoperative Program;
 - 11.2. remove, alter or cover copyright information and notices of intellectual property rights that are in the Program;
 - 11.3. create derivative programs (works), make copies, translate, adapt, change layout, or otherwise modify or disseminate the Program (in electronic form or otherwise), or any copy, adaptation, transcription, or mixed version thereof;
 - 11.4. make the Program or copies thereof available to third parties, regardless of the purpose of such actions, including the service purposes or repair of other defects, unless it is necessary for using the Program or the Device by the Licensee, according to their intended purpose, or the service or repair of defects is to be carried out by an entity authorized by the Licensor. The Program may only be used by the Licensee, for the benefit of the Licensee, in order to process the Licensee's own data for its own internal operations. The Licensee may not use the Program to offer any services to third parties, for example, the data processing services, including timesharing services, and also may not use the Program for commercial profits or benefits of any third party.
12. Materials for the Licensee are attached to the Program in electronic form (as Help files) only to facilitate the use of the authorized version of the Program by the Licensee. The Licensee shall have no right to use, copy, modify or disseminate the end user materials, make adaptations, transcriptions or mixed versions thereof for any other purpose without previous explicit authorization from the Licensor.

13. The Licensee, throughout the period of use of the Program and the Device, shall be obliged to employ specialized personnel, experienced enough to operate the Program and the Device in a manner ensuring proper performance of obligations under this Agreement. The Licensee is aware that the Licensor does not provide configuration support: such operations will be performed in the Licensee's IT environment by an installer acting at the expense and risk of the Licensee. The Licensor's assistance is limited solely to remote support implemented through the support platform to the following extent:
 - 13.1. loading a new SSL certificate,
 - 13.2. providing information on how to transfer database between the servers,
 - 13.3. providing information on how to change the IP address.
14. The Licensee is aware that the Program, because of its nature and complexity, is not completely free of defects: the Licensee is aware of the potential risks of errors and faults. Any liability of the Licensor for defects of the Program and materials attached thereto, including the guarantee and warranty for physical defects, except for the warranty for legal defects and except for any damage caused by the willful fault of the Licensor, shall be excluded. In particular, the Licensor shall bear no liability for any damages or errors caused by the Program, both direct and consequential, loss of profit, etc. Moreover, the Licensor makes the proviso that the Program may not work faultlessly in all circumstances, specifically, the Program may not be compatible with each and every update or version of the software environment in which the Program is used, and therefore the Licensor shall not be liable for the Program failure to operate or malfunctioning with subsequent updates or versions of software environment, including with changed interfaces of web browsers as well as with incompatible or non-original components; the Licensor is not obliged to ensure compatibility of the Program with the above mentioned updates, changes, components etc. Also, the Licensor does not guarantee that 1) the Program will meet the needs or expectations of the Licensee; that 2) the Program use will be trouble-free; nor that 3) the irregularities, if any, will be or can be rectified. The Program is delivered on the "AS IS" basis, without any explicit or implied guarantee of fitness for particular purposes. The Licensor's liability which under mandatory legal provisions can not be excluded by this clause, shall be limited to the amount of one-time paid license fee.
15. The Licensee shall be obliged to comply with the instructions of the System Installation Manual and the System Operating Manual for the Program and the Device. The Licensor shall not be held responsible for any irregularities arising in connection with:
 - 15.1. failure to comply with the above instructions;
 - 15.2. incorrect configuration of the Program (or other programs);
 - 15.3. operation of programs other than the Program;
 - 15.4. performance of the database (collection of data necessary for the operation of the Program);
 - 15.5. any alterations to the Program or Device, unless made by the Licensor;
 - 15.6. use of the Program version from before the latest update.
16. The Licensee is required to create (backup) copies of data as often as necessary to ensure full data security. The Licensor shall not be liable for any damage caused by failure to make or improperly making backup copies of the data used by the Program.
17. The Licensor acknowledges that this Agreement shall not make him Owner of or grant him any ownership rights to the Program, or any related patents, copyrights, trademarks or other intellectual or industrial property rights whatsoever, except for the rights arising from the granted license.

18. The Licensor shall retain the copyrights to all copies of the Program recorded on the original data carriers, and to the subsequent copies of the Program made at any time whatsoever, irrespective of the form or data carriers on which the original or other copies were recorded.
19. This License does not mean the sale of the original or any next copy of the Program. This License shall not assign to the Licensee the title of ownership to the Program, or to the copyrights to the Program, but only the limited right to use the Program.
20. The Licensee may, without consent of the Licensor, make one copy of the Program for its own needs, solely to restore configuration of the Program in case of failure. The backup copy shall be stored in a manner preventing it from being used as regular application or simultaneously with the Program. When making the backup copy, the Licensee shall be obliged to reproduce on that copy the reservation of the Licensor's copyrights or any other suitable notices that were on the original Program. The Licensee is entitled to make copies of the user documentation. This provision does not infringe upon the Licensee's rights arising from Art. 75 of the Law on Copyright and Derivative Rights of 4 February 1994.
21. The Licensee has been informed that the Program is intellectual property of the Licensor, protected by law and containing business secrets of the Licensor. The Licensee shall make every effort to prevent infringement of the Licensor's rights. The Licensor is entitled to apply measures to protect the Licensor's rights relating to the Program so as to prevent or hinder a breach of the license, including unauthorized use of the Program.
22. The Licensor shall have the right to terminate the license granted to the Licensee if the Licensee violates these terms and conditions of the license. If the license is terminated by the Licensor, the Licensee shall be obliged to immediately return to the Licensor the Program carriers being in Licensee's possession and remove the Program from the computer memory. Termination of the license shall not result in refund of the sum paid for the license.
23. All declarations, notices and applications made by the Parties shall only be made in written form, or else the notices and applications shall have no legal or actual effect.
24. These terms and conditions of the license constitute the exclusive basis for the rights and obligations of the Parties to the extent of the subject-matter hereof and supersede any and all previous arrangements and settlements between the Parties in this respect.
25. The applicable law shall be the Polish law. The court competent to settle disputes shall be the Court in Gdansk.
26. Installation of the Program shall mean acceptance of the terms and conditions of this Agreement by the Licensee.