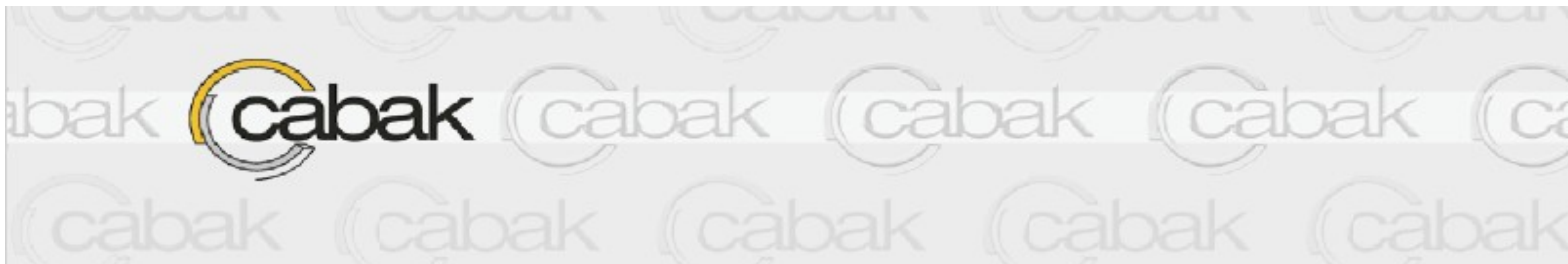




**Overview of the
Client Alert Software Package**

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SECTION 1 INTRODUCTION

(a) The Client Alert Software Package

The Client Alert Software Package

This document provides an overview of what the Client Alert Software Package can supply to the client and end user, a Monitoring and Alarm Package that can be viewed locally, remotely or both.

Tenants can be given limited access to control of their own area.

The forms are supplied in a HTML format. If the computer runs either IIS services and a static IP address or a DNS server, the current alarm status and history may be viewed from a web page.

(b) How it works!

There are three parts to the Client Alert Software Package.

- Part 1
The database is configured to state what is to be monitored and what action must be taken when certain conditions are met.

- Part 2
An application looks at the database to determine what points are to be monitored and the frequency of monitoring. It then looks at iComm via Active X and compares each point's current state to the defined alarm state. If the alarm condition has been met, the application looks at the corresponding action or actions to be taken.

- Part 3: Notify
The action will send either an e-mail or an SMS text message.
 - a) For e-mails, this relies on the site having:
 - a permanent internet connection; and
 - access to a POP3 outgoing mail server.

 - b) For SMS text messages, this relies on the site having:
 - a GSM or CDMA modem that supports AT commands for sending text messages.

Alternatively, the POP3 and SMS server can be handled via a third party. The benefit of using a third party provider is that only one GSM modem is needed. However, the problem of using a third party provider is that there is no redundancy and all alarming is directed via one point.

(c) Disclaimer

This solution relies on internet connection (for e-mails) and mobile coverage (for SMS connection). While these two methods are used to offer redundancy, it is possible to have both systems down simultaneously. Consequently, it is recommended that all critical equipment is backed up by a UPS.

SECTION 2 INITIAL SET- UP

The program requires initial set-up. Typically, this will be done during commissioning and should not require any changes after the initial setup.

The client will need to configure:

- an Address Book; and
- the Alarm Points to be monitored for alarm messages; and
- the Alarm Message content.

These are described below.

(a) Address Book

The Address Book contains the following information:

- Contact name
- Contact mobile phone number
- Contact e-mail address

(b) Alarm Points

The Alarm Points contains the following information:

- Point to monitor
- Send under what condition (on or off)

Notes

- (i) To record the on and off events, a point can be entered twice. This will provide notification of return to normal status as well as alarm status.
- (ii) In the initial release, if the alarm point is a temperature over a defined alarm point for a fixed amount of time is needed, we will look at the alarm block associated not the temperature, hence all alarm points will be digital and the configurations may require modification. Subsequent released versions will enable comparative expressions. For example, where a Temperature is greater than a Setpoint for greater than 10 minutes.

(c) Alarm Message

The Alarm Message content contains the following information:

- Subject Header
- Subject Body

Note

- (i) there will be one alarm message per event or per group (user definable).

SECTION 3 ACCESS CONTROL

Three levels of access control are initially provided to manage the program. These can be added and edited by the user with administrator privileges (Level 1).

Table describing levels of access

| Access Level | Person | Description |
|--------------|---------------|---|
| Level 1 | Administrator | able to set and amend all aspects of the setup configuration, including adding, deleting or editing Level 2 Users |
| Level 2 | User | able to view status, generate reports and make entries in the comments field |

| | | |
|---------|-------|---------------------------------------|
| Level 3 | Guest | Able to view limited information only |
|---------|-------|---------------------------------------|

Note

- (i) Each user has a number of unique fields that can be configured.

SECTION 4 CURRENT STATUS AND TEST

(a) Current Status

If no points are in a fault state then “All Good” is displayed in the Current Faults window.

Any alarms in fault will be displayed in the Current Faults window.

The user can select to view a list of all points currently monitored.

(b) Test Output

Any alarm point that has a contact set can have its function tested. This will allow the client to ensure any new or altered contact details function correctly. ?????

SECTION 5 REPORTS

(a) Historical Data

The client can either view:

- o any alarm between two dates; or
- o request an alarm of a specific type between two dates.

This allows users to identify trends and correct or set up annual maintenance based on a historical determination of when a piece of plant will require its next service.

A service company's performance can also be measured. This may be achieved by reviewing the time between the time of notification to the time of response. For example, if a client has a service contract that states a 4 hour response time will be provided they can now measure this. This will, however, require some input by the service company to record their attendance, which could be either an input from existing site access cards or a push button on the front of the control panel.

This is also a good way to monitor monthly schedule maintenance visits.

(b) Generating a Report

There are two things required to generate a report:

- a date field; and
- either all alarms or a specific alarm.

(c) Printing a Report

Pressing the Print Button will present the user with the report as it will be printed.

Questions?

Contact CABAK for further information or queries about the Client Alert Software Package.

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