

# Ajax 911 User Manual

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**Ajax 911** is a cloud-based software for mass monitoring of security systems and database administration of security objects. Install the Ajax 911 client program to deploy a security company central monitoring station on a single computer.

## Minimal system requirements

Processor	2,6 GHz
Random access memory	2 Gb
Internet access	10 Mb/sec
Operating system	Windows 7 and higher, macOS 10.11 and higher

## Installation

Uncompress the executable file Ajax911.exe (Windows) or Ajax911.dmg (macOS) into the system folder of your OS.

## Account

You need an Ajax PRO account to access Ajax 911. PRO account is different from the account created in the [Ajax Security System app](#). If you have not previously used a PRO app, click **Create PRO account** when logging into Ajax 911 and follow the instructions.



When creating a PRO account, you can use the same email and phone number as in the Ajax Security System account. The same account cannot be used to log in to Ajax 911 on multiple devices.

To see information about the account that is currently being used, log out, change its settings or the interface language, click on the menu with the logo or initials in the upper right corner of the screen.

## Company registration

To use Ajax 911, you should register a company. This allows you to use all the modules of the software and combines all security objects, employees, and crews of rapid response units under one profile.

To register a company, click **Apply** when the program starts, fill out the form and click **Send request**. After Ajax Systems support considers your application, you will receive a notification to the email address you specified during registration: with confirmation of request acceptance or refusal with an indication of the reason. The PRO account that registered the company receives the role of the company owner.

## Employee roles and permissions

Each employee added to Ajax 911 has a set of permissions according to their role. There are 4 roles:

1. **Owner of the company** – has access to all program modules, can manage employee accounts, and change company data. The role can be assigned to one user only.
2. **Engineer** – does not have access to the Monitoring module, can add employees who are equal or lower in the role.
3. **Head of operators** – has access to all program modules, sees all incidents being processed. Can add employees who are equal or lower in the role.
4. **Operator** – has access to all modules of the program, does not have access to the list of company employees, sees the list of new incidents and incidents being processed by him, coordinates the work of rapid response units.

**Table of permissions according to user roles**

Menu/Role	Owner of the company	Engineer	Head of operators	Operator
<b>Company</b> module	Has access	Has access	Has access	Has access
<b>General information</b> menu	View/Edit	View	View	No access
<b>Employees</b> menu	View/Edit	Limited View/Edit	Limited View/Edit	No access
<b>Rapid response units</b> menu	View/Edit	View/Edit without the ability to delete crews	View	View
<b>Objects</b> module	View/Edit	View/Edit	View/Edit	View/Edit
<b>Journal</b> module	View	View	View	View
<b>Monitoring</b> module	Has access	No access	Has access	Has access
<b>New</b> menu	View	–	View	View
<b>Processing</b> menu	View/Edit	–	View/Edit All	View/Edit of processing by him

One PRO account can combine several roles within the same company, and also have different roles in different companies. You can switch the role of a PRO account by clicking **Select a company** in the account menu.

## Modules and features of Ajax 911

With Ajax 911, you can:

- Create an organizational structure for the company's employees accounts – assignment of roles in the **Company** module, **Employees** menu, **RRU** menu.
- Administer an unlimited number of central panels in the **Objects module**.
- Maintain a client base of protected objects in the **Objects module**.
- Receive, distribute among operators, and process received alarms from security systems at objects in the **Monitoring module**.
- Coordinate the work of rapid response units in the **Monitoring module**.
- Maintain a detailed log of events and alarms of security systems and their devices in the **Journal module**.

## Monitoring




Module access: *Company owner, Head of operators, Operator*

**Monitoring** module allows processing notifications received from security systems at protected objects. For quick access, **New**, **Processing**, and **Sleep Mode** tabs are fixed at the top of the Ajax 911 screen (except for the **Company module**).

All new alarm notifications are displayed in the **New tab**. One notification can include several alarms of security detectors or security system notifications.

The recent three are displayed as icons in the notification line, in the **Source** column.

Meaning of system alarms and events icons		
Event icon	Description	Recovery icon
<b>Malfunctions</b>		
	Testing	
	The device is temporarily deactivated	
	Disconnecting of Ethernet communication channel	
 	Disconnecting of SIM communication channel	 
	Loss of detector connection	
	Loss of hub connection	
	Loss of siren connection	
	Loss of hub main power	

	Hub battery discharge	
<b>Alarms</b>		
	Leakage detector alarm	
	Hub lid opened	
	Device lid opened	
	Security alarm of the motion detector	
	Security alarm of the glass break detector	
	Security alarm of the opening detector	
	Security alarm of the shock/tilt detector	
	Panic button: silent alarm	
	Panic button: normal alarm	

	Fire alarm	
	Carbon monoxide concentration alarm	
	Fire alarm: smoke	
	Fire alarm: threshold temperature rise	
	Gas alarm	
	Medical assistance	

The notification line also displays the protected object address, name, and number in Ajax 911, the time elapsed from the moment of receipt, and the status of incident viewing by the operator. The Journal module records who and when started viewing the incident.

Icons for operator incident viewing status	
	Not viewed
	Viewed

Clicking on the selected notification opens the details of the incident on the right side of the screen (alarm time, detector, placement room, visual alarm verifications) and information about the object (address, contacts, facility plans, etc.).

By clicking on the **Start processing** button on the right side of the screen, the operator starts processing the alarm, and the incident goes to the **Processing** tab. The operators have limited access to the tab: they see only those incidents that are processed by them. The head of operators has full access to see all incidents that are being processed by the operators.

General information about the object and a list of alarms, a security management menu, as well as notes, a list of devices, directions, and facility plans are displayed in the center of the screen in the **Processing** tab.

The operator can contact one of the persons in charge indicated in the object card – when processing an alarm, their contacts are displayed at the top right of the screen. Based on the results of communication, the operator checks the **Accepted** box – if it was possible to contact and if the person accepted the information. If there is no communication with the person in charge, then the operator checks the **Not responding** box. Use the green arrows to switch between persons in charge.

The rapid response units assigned to the object are displayed on the right side of the screen under the persons in charge. When communicating with the rapid response unit, the operator checks if the group has been **Dispatched, Arrived**, or is **Unavailable**. Use the yellow arrows to switch between assigned groups.

The incident processing log is displayed in the bottom right corner of the screen. For each record in the log, the operator can leave a comment by clicking on the record. At the top of the processing log, you can select the cause of the alarm (from the drop-down list) and complete the processing.



After the processing of the incident is completed, it closes and goes to the Journal. **You cannot return to incident processing.**

## Sleep Mode



The Sleep Mode tab lists objects with alarms ignored. An operator or another employee who has access to the monitoring module can switch the object to **Sleep mode** if engineering work is carried out at the site or false alarms are received from it. You can switch an object to **Sleep mode** via the security management menu.

When switching an object to Sleep mode, the operator indicates the time after which the object returns to normal mode – selects a period of up to 30 minutes or indicates it manually.

While the object is in the Sleep mode, the security mode icon displays an hourglass. At this time, Ajax 911 ignores alarms and events at the object – they are not displayed in the **Incidents** tab but are recorded in the **Journal**.

## Journal

Module access: *Company owner, Engineer, Head of operators, Operator*

Ajax 911 maintains a general log of alarms and events for all objects of the company, except for those that have been switched to **Sleep mode**. To go to the log, select **Journal** in the list of modules in the upper left corner of the screen.

All notifications from all objects of the company are displayed in chronological order on the right side of the log screen. To set the time interval for notifications, their type, or number of a specific object, use filters to the left of the log. Above the filters, the number of filtered records, the filter reset button, and the log refresh button are displayed.

To quickly filter notifications for the specific device, room, or user, click on them in the notification list. In addition, you can filter all notifications for this object by clicking on the object number in the column.

## Objects

The **Objects** module is designed to administer security systems: adding new hubs, tracking changes, or adding information that may be necessary for alarm processing. To go to the module, select **Objects** in the list of modules in the upper left corner of the screen.

An object in Ajax 911 is a client security system controlled by a single hub. When adding a new object, the operator enters the hub identifier and assigns a number and a name to it. All devices connected to the hub are automatically bound to the object and displayed in the **Equipment** tab.



Only one hub can be bound to one object.

The module screen consists of two parts: a list of objects on the right and a sorting menu on the left. The list of objects shows their numbers in Ajax 911, names, addresses, and hub identifiers (IDs). The following items are available in the sorting menu:

- **Without contract** – objects are displayed for which information about the contract with the company was not filled out. Information about the contract can be added at any stage.
- **Offline** – displays objects with no connection to the hub.
- **Problems** – displaying objects where the security system reports a fault: low battery indicator, failed attempts to arm the detector, sensor cleaning notification, and so on.
- **Bin** – shows deleted objects. Objects are removed from the bin automatically after 7 days.

## Adding an object

You can add an object to Ajax 911 under two conditions: the hub should be online, and there should be no users on it. When adding an object, a card is

created with all the information necessary for alarms processing: address, contacts, room diagrams, road maps, responsible persons, comments, etc.



## How PRO account can access the hub

Click **Add object** to create a new object card. In the form that opens, specify the number and name of the object (the format is set by the company), as well as a 20-digit hub ID (located under the QR code, the format is xxxxx-xxxxx-xxxxx-xxxxx).

Tabs in the created object card contain information that can be supplemented and edited.

Object data is divided into tabs:

- **Equipment** – a list of devices, virtual rooms, and security groups of an object. When choosing a device, the screen of its states opens on the right, where the battery charge, the hub connection status, the tamper status, and other data on operation within the Ajax system are indicated.
- **Responsible** – names and phone numbers of people whom the operator can contact during an alarm processing.
- **Plan** – a map of entrances, room facility plans, and riding directions to the object.
- **Reaction** – menu for assigning the main and reserve rapid response units to the object. Rapid response units selected in this menu are created in the Company module.
- **Additional info** – technical information about the object: dates and details about installation, connecting to the central monitoring station, and data of the object engineer.
- **Log** – the event log of an object.

## Editing a card and deleting an object

The following is located above the informational tabs of the object: a menu for managing security modes, number, name, and address, buttons for editing, deleting, and a button that expands the contacts and details of the object operation.

Click **Edit** to change the name or number of the object, indicate its location, contact information, specify password for cancelling the alarm, add a work schedule and enable the alarm when disarming after working hours, or specify the contract data. This information will be displayed in the **Monitoring** module during alarm processing. Required fields are marked with an asterisk. After entering or editing data, click **Save**.

To delete an object, click the button with the trash icon. The object will be moved to the bin and automatically deleted after 7 days. During this time, the object can be returned to the Active list by going to **Bin** in the **Objects** module and clicking **Restore**.

## Company

Module access: *Company owner, Engineer, Head of operators, Operator*

The **Company** module is designed to organize the work of a security company in Ajax 911: adding employees, assigning roles, and forming rapid response units. Menus on the left side of the screen are provided for these tasks as follows:

- **General info** – information about the company specified during registration. It may be changed by the owner of the company.
- **Employees** – the administration menu for employee accounts.
- **RRU** – the administration menu for the rapid response units.

## Adding, editing, and deactivating employees



You can add a new employee in the **Employees** menu by clicking the Add employee button in the upper right part of the screen. In the window that opens, enter the employee email specified when registering their PRO account, select their role from the drop-down menu below, and click **Continue**.

To edit data or delete an employee, click on the employee in the list. A window with details and the **Edit** and **Delete account** buttons will appear on the right.

To quickly find an employee in the list, use the search or sort by role.

Ajax 911 allows you to temporarily deactivate an employee account without deleting it from the system – in case of vacation or sick leave. To do this, switch the toggle opposite the name of the employee to an inactive position.

## Adding, editing, and deactivating a Rapid response unit

You can add a new rapid response unit in the **RRU** menu by clicking the Add RRU button in the upper right part of the screen.

In the window that opens, fill out the form with the crew data that will be displayed in the **Monitoring** module when processing an alarm and attaching a group to an object in the **Objects** module. You can add two phone numbers to one crew. Required fields are marked with an asterisk.

It is possible to deactivate the rapid response unit temporarily without removing it from the system. To do this, switch the toggle in the line of the selected rapid response unit into an inactive position.

## Internet connection indication

Ajax 911 displays the status of Ajax Cloud connection in real time. If the Internet connection is active, the indicator in the upper right corner of the screen lights green; if there is no connection, it lights red to signal the need to check the computer's Internet connection. If there is no Internet connection, Ajax 911 cannot receive notifications from objects.



### Need help?

In this section you'll find detailed manuals and educational videos about all features of Ajax. And in case you need help of a technical specialist, we're available 24/7.

[Send request](#)

