User Guide Texbase & Montex Software

INS551







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Introduction

Montex/Texbase is a software alarm receiving system for monitoring alarm signals delivered via IP or Paknet. The application acts as a gateway to alarm management software, providing data output in Sureguard format. Montex can be used with Texecom Com IP, Paknet Radio systems and the Premier Elite Com GSM. It may also be used with other IP transmission hardware.

NOTE The Com GSM can be used with either a fixed or dynamic IP address

This manual describes the installation and set up of Montex and Texbase software.

Installation

Montex/Texbase is provided as an installable application, either as a zip file or as an executable setup file. If you have the zip file (Texbase_x.x_Montex x_x software.zip), extract the contents to a temporary directory and run the setup.exe file. If you have the executable setup file, simply run it to install Montex/Texbase.

During installation you will be asked where you would like the application installed, it is recommended that the default settings be accepted.

Starting the Programmes

After installation you will have a new shortcut in your Texecom group in the start menu called 'Texbase', use this shortcut to start your new software.



NOTE Both software applications will open together (Texbase and Montex)	NOTE Both software applications	s will open together	(Texbase and Montex)
-------------------------------------------------------------------------	---------------------------------	----------------------	----------------------

Set up alarm monitoring

Start Texbase and both programs will open;

😵 Texbase Alarm Monitor - V2.9	- • ×	Montex Version 2.11 (Montex)
Operator Accounts Communication Setup Help		Log on
	Action	ContactID Fast Format SIA Polling Tx Pending Polling Accounts Clear Page Account: 000 Edit / New Account
		Account Name Account Number Account Number Account Number Account Number Account Number
No Pending Alarm Events	Log	Poling Delay (Amed) Pol Timeout Minutes Reling Delay (Amed) Pol Timeout Minutes NUA / If Address NUA / If Addr
	History	NUA / IP Addess Synchronize Clock. Synchronize Clock. Mach NUA / IP P Pepot fault as SIA. P Pepot fault as SIA. P
Operator Log On	Silence	IP / NUA Number
Date & Time Acc. No Ever Master Password:	E	Einst
Very High Priority - 000 High Priority - 000 Medium Priority - 000 Low Priority - 000	-	Image: Constraint of the state of
Status: Monitoring Tx 🥥 Rx 🕥 Receiver: Offline Operator: Access Options:	đ	
🚱 🥝 🥹 🞸 🂓 📴 🚞 🚱 👿 🛷 🦢	14	EN 👔 🤤 🗷 🔍 😒 🕲 🤯 🖘 🗐 💹 🕮 📴 🗇 🏶 1635 30/01/2012

Default Pssswords

Programme	Password	Operator Name
Montex	1234	N/A
Texbase	123456	Master

Montex

Coms Setup

Select Setup : Coms to enter the communication set up menu.

🦆 Montex	Versi	on 2.11 (Montex)						
Language	Setu	p Log off						
Contact ID		Coms	Tx Pend	ing Polli	ng Accounts			Clear Page
Date / Time		Exit Password	Account	Туре	Event Code	Area	User / Zone	
	_		_					

Configure Montex

The Coms Setup window is divided into 3 areas for Alarm Receiving setup, Alarm Transmission setup – for forwarding to alarm management software, and Alarm Signal Information which shows received alarms and messages waiting to be forwarded.

NOTE The Alarm Signal Information section is not relevant to the user, on some versions of software, it is not visible.

Image: Start COMS Image: Start COMS Image: Start COMS Start COMS	Alarm Receiving Setup
Tx Setup Path Format & Options Heart Beat TCP/IP • 19200 • Format & Options Rx Line: 1 7/Data Even Tx Attempts: 4 2 Stop • Disable ACK Process Data Tx Timeout: 10 Sec IP Primary Address & Port Forward to Montex Heartbeat: 30 Sec IP Secondary Address & Port TX RX Fault Warning: 30 Sec STOP COMS TX RX	– Alarm Transmission Setup
Received Data <u>Clear</u> Pending Messages <u>Clear</u>	— Alarm Signal Information (For diagnostics purposes only)

Setup alarm receiving

Radio Pad set up

Montex can receive alarm signals from 1 or 2 Radio-Pads attached to the computers serial ports. There are two identical panels in the Alarm Receiving coms setup, one for each Radio-Pad. The set up for each Radio-Pad can be left at the default settings.



1. Com Port

Select the com port that the Radio-Pad is connected to (normally Com1).

- 2. <u>Computer com port baud rate</u> leave at default (4800).
- 3. <u>Serial coms protocol options</u> leave at default.
- 4. <u>RX</u>

Receiving communication indicator.

5. <u>TX</u>

Transmission communication indicator.

6. Start/Stop coms button

click to switch Radio-Pad alarm reception on or off.

IP Setup

Montex can receive alarm signals via an IP connection to a network. This can be either a LAN or WAN or via the internet. The IP address and listening port of the computer that has Montex installed must be contactable from the transmitting device, this may require some configuration to network settings by your IT department.



1. Local IP address

of the PC on which Montex is installed.

2. Log Connections

Check this box to have all connections logged.

3. Conections

Shows the number of active connections – this will be 0 during setup.

4. Listening Port

for Montex, this must be accessible from your reporting Alarms and may require some network configuration. Consult you IT manager if you are uncertain about this.

5. Account

Shows the current active account – this will be 0 during setup.

6. Start/Stop coms button

click to switch IP alarm reception on or off.

Alarm Event Transmission

Montex can forward received alarm activations to alarm management software. The output from Montex employs the Surguard protocol and can be used to communicate to any alarm management software which receives Surguard information. Texecom provide the Texbase Alarm management system which can be used in conjunction with Montex to monitor alarm transmissions.

Note while other software – including Montex - may handle multiple formats Texbase is limited to ContactID

The alarm transmission is setup in the TX set section of the coms setup screen



1. TX Setup

Heartbeat parameters should be left at defaults.

2. <u>Path</u>

Select IP for alarm management software running on the same computer or on a remote computer connected via the network. Select the com port number for computers with a direct serial connection.

3. IP Address & Port

When using IP, select the IP address and port number for the remote system. If the alarm management software is running on the same machine use IP address 127.0.0.1.

Up to 2 IP addresses can be specified for forwarding to more than 1 alarm management system.

4. Serial Coms Protocol

should normally be left at defaults.

5. Baud Rate

Set the baud rate when using serial coms, not functional when using IP.

6. Coms Button

Starts or stops coms with alarm management system.

7. <u>TX</u>

Transmit indicator.

8. <u>RX</u>

Receive indicator.

9. Configuration parameters

Save Data in LOG File saves data to a set of txt files in the Montex directory

Process Data

should always be selected.

Run in Tray for a windows system tray icon.

Forward to Montex

if sending data to another instance of Montex.

10. Format

Always select High Speed.

IP Polling Accounts

With IP polling, Montex monitors all designated accounts and raises a failure to communicate event if they fail to poll within the polling period. The IP coms and polling must first be set up at the control panel, refer to the coms section of the Premier Installation Manual for setting this up.

To set up polling in Montex, after logging in, select Polling Accounts and enter the panel details then click Add/Create.

Sources Version 2.11 (Montex)	
Language Setup Log off	
Contact ID Fast Format SIA Polling Tx Pending Polling Accounts	Clear Page
Account: 000	Edit / New Account
Account Name	• 1
Account Number	
Polling Delau	Account Number
Politic Data Arrest	Polling Delay U 🔄 Minutes 🖝 3
Poling Delay (Armed)	Polling Delay (Armed) U 🛨 Minutes 🗕 4
NUA / IP Address	NUA / IP Address 5
	Synchronise Clock
Synchronise Clock	Match NUA / IP 🔽 🗕 🗕 7
Report fault as SIA	Report fault as SIA 🔽 🕳 😽 🖉
IP / NUA Number	
	9
I First Previous Nevt D Last D	
	Number of polls that
Find Account Enter Account Details Here - Then Click Find Account	can be missed before 1 - 10
	an alahiris laiseu
	١
HX Status:	
Padia Pad 1	••••••••••••••••••••••••••••••••••••••
	Lomputer

The panel will poll in according to the '**Poll IP every**' timer in the panel setup, when the panel polls in this timer will be changed according to the account settings in Montex.

1. Account Name

this is a local account identifier, usually referring to the alarm premises.

2. Account Number

this is the unique account identifier, this must be the same as the account No set in the control panel ARC settings.

3. Polling Delay

when the panel polls in, the polling delay will be set to this value if the system is unarmed.

4. Polling Delay(Armed)

when the panel polls in, the polling delay will be set to this value if the system is armed.

5. NUA/IP address

this need not be entered unless Match NUA/IP(7 below) is checked. Record the alarm panels fixed IP address here.

6. Synchronise Clock

if checked, the panel clock will be set to the Montex PCs time and date.

7. Match NUA/IP

if checked, Montex will only accept signals for this account from the IP specified in the IP Address (5 above).

8. Output fault as SIA

by default polling faults are output as ContactID format, if this is checked, they are output as SIA format. If Texbase is being used as the Alarm Management software, leave this unchecked.

9. Add/Update button

click this to add the new account details or to update an existing account.

10. Poll Timer

If a poll is not made within this timer then an alarm will be flagged up in Texbase.

Operating Montex

Once the communications have been set up and switched on as described in section 3 above, Montex can be left to run in the back ground. Any alarm signal reported to Montex will be processed and forwarded to the designated Alarm Management software.

Processed signals will also be recorded in Montex on the relevant page for each signal protocol type. This can be useful for diagnostic purposes, to confirm that panel signals are being correctly received. The currently displayed page can be cleared by clicking the 'Clear Page' button at the top of the screen.

Montex Version 2	.11 (Montex) - 31/0	1/2012 12:52:	:56 10.15	5.0.109 1234 New 406 Cancel 0	1 000		
Language Setup		Tu Danata	- D-B				
				ng Accounts		,	<u>Clear Page</u>
Date / Time	Radio-Pad / IP	Account	Туре	Event Code	Area	User / Zone	
31/01/2012 12:46:36	10.15.0.109	1234	New	601 Manual Trigger Test	01	000	
31/01/2012 12:46:47	10.15.0.109	1234	Bes	401 D/C by User	01	000	
31/01/2012 12:52:48	10.15.0.109	1234	New	130 Burglary	01	005	
31/01/2012 12:52:56	10.15.0.109	1234	New	401 0/C by User	01	001	
31/01/2012 12:52:56	10.15.0.109	1234	New	406 Lancel	01	000	
I							
RX Status:							
		-					ОК
Radio_Pad 1	Ra	dio-Pad 2		IP Network		T x	Computer

The status lights at the bottom of the screen indicate activity from the radio pads, ComIP or the Alarm Management Software (Tx). The 'OK Computer' status light indicates correct connection with the Alarm Management system.

Texbase

Texbase receives the forwarded data from Montex and outputs the information as required and defined by the account.

Once Texbase is open, you will need to first create an account for the site being monitored.

🎸 Texbase Alarm Monitor - V2	2.9		
Operator Accounts Comm	unication Setup Help		
Open Account	t Manager		
L			
		No Pending Alarm Events	
		No renality Alarm Events	

Account Setup

1	Account Manager		x
1[+ - Search Show History Print	
2	Customer Notes Specia	al Instructions Key Holders Zones Areas Users Event Handling Exceptions	
	Account No:	Customer Details Na	me:
3	Account No:		
	Name:		
	Address:		
4	Postcode:		
	Tel No:	Fax No:	
	Email:		
	structions:		
	Police No:	Password:	
5	Alarm Panel: Premier ·	412 👻	
	Accounts: Browse	Record 1:1	

When you are in the menu 'account manager' the screen will mimic the above.

1. Navigation Buttons

These are the tools needed for adding, editing, deleting and scrolling through the accounts. Once you have created accounts you can select 'show history' to show all associated.

Note Once you select new (+) the tick and cross icons become active.

2. Customer Tab

The 'customer' tab shows all current fields

3. Account Number

This is the unique account identifier, this must be the same as the account No set in the control panel ARC settings.

4. Customer Details

These fields are customer orientated, and are not mandatory for Texbase to function.

5. Alarm Panel

Select the alarm panel being used to communicate to Texbase.

Notes

The Notes Tab is where you can store information regarding the customer's site.



Special Instructions

The special instructions tab can be used to make specific instructions in regards to the install, providing date and time stamps along with task name that needs to be undertook at said interval.

Keyholders

The Key holder information tab holds the information of the key holders of the site if they need to be contacted.

Account Manager		3
	Search Show History Print	
Customer Notes Special Instructions Key Holders Zones Are	eas Users Event Handling Exceptions	
Account No: 1234 Key Holde	r Information Name: Te	st
Key Holder 1	Key Holder 4	
Name:	Name:	
Tel No:	Tel No:	
Mobile:	Mobile:	
Pager:	Pager:	
Email:	Email:	
Email Events to this Key Holder	Email Events to this Key Holder 🖌	=
Key Holder 2	Key Holder 5	
Name:	Name:	
Tel No:	Tel No:	
Mobile:	Mobile:	
Pager:	Pager:	
Email:	Email:	
Email Events to this Key Holder	Email Events to this Key Holder	
Key Holder 3	Key Holder 6	
Name:	Name ·	-
Accounts: Browse Record 2:2		.d

You can store a total of 6 key holders within Texbase

1. Name

Enter the key holders name in this field

2. Tel Num

Enter the key holders name in this field

3. Mobile

Enter the key holders mobile in this field

4. Pager

Enter the key holders pager number in this field

5. <u>Email</u>

Enter the key holders email address in this field

NOTE If the system is setup to email certain events (see page15) and the email information options are filled in (see page 15) upon selecting this option the said email will be sent.

Zones/Areas/Users

You can import or manually enter the details for these fields. The advantages of filling these fields with information is that instead of standardised messages e.g. User 002 Close / Zone 002 alarm etc. you can see site specific information.





Site Specific Information shown

-	Date & Time	Acc. No	Event Description
►	01-Feb-12 - 13:15.42	1234	Downstairs: Burglary Alarm - Zone 003 (Kitchen PIR)
	01-Feb-12 - 13:15.53	1234	Downstairs: Opened by User 001 (Clive)
	01-Feb-12 - 13:15.32	1234	Downstairs: Closed by User 001 (Clive)

Event Handling

Event handling is used to customize each event to the requirements of a specific site. Logs/prompts/ and emails to key holders are fully customizable.

C	Cust	omer N	Notes Sp	pecial Instructions	Key Hold	ers Zones 4	Areas Users	Event Handling	Exceptions		
	Aco	ount l	lo:			Ever	nt Handling				Nam
Ī	•	Code	Descripti	ion		Alarm Priority	Alarm Action	Restore Action	Email on Alarm	Email on Restore	
	Þ	100	Medical			Very High	Prompt	Log	No	No	
		110	Fire			Very High	Prompt	Log	No	No	
		115	Pull Stati	on		Very High	Prompt	Log	No	No	
		120	Panic			Very High	Prompt	Log	No	No	
		121	Duress			Very High	Prompt	Log	No	No	
		122	Silent PA			Very High	Prompt	Log	No	No	
		123	Audible PA			Very High	Prompt	Log	No	No	
		130	Burglary			High	Prompt	Log	No	No	
		131	Perimeter			High	Prompt	Log	No	No	
		132	Interior			High	Prompt	Log	No	No	
		133	24 Hour			High	Prompt	Log	No	No	
		134 Entry/Exit			High	Prompt	Log	No	No		
Ľ	Alarm Priority Alarm Action Rest				tore Action	Email on A	larm Ema	il on Restore			
	0	Very Hig	h	Ignore	0 1	gnore	(No		No		
		High		C Log	OL	.oq	0110		10	Update Ever	nt
	Medium			Prompt	Yes	0	ſes				
		-				-			•		

1. Code Numbers

The code numbers on the left hand side are the unique numerical way of identifying the event, this follows Contact ID codes.

2. Alarm Priority

This sets the priority of the event:-

Low

Single Ping noise made by Texbase - text in green

Medium

Single Ping noise made by Texbase - text in yellow

High

Mutable Ping noises made by Texbase - text in orange

Very high

Unlimited Ping Noise made by Texbase (until acknowledged) - Text in red

3. Alarm Action

When the individual event is in alarm, you can chose per event how Texbase manages the event;

Ignore

If an alarm event is set to ignore, Texbase will not log nor alert for this event

Log

If an alarm event is set to Log, Texbase will only log the event without giving any visible or audible indication

Prompt

If an alarm event is set to Prompt, Texbase will flag up on the main screen with the information, whilst causing an audible indication which would be defined by the alarm priority.

4. Restore Action

When the individual event restores , you can chose per event how Texbase manages the event;

Ignore

If the restore event is set to ignore, Texbase will not log nor alert for this event

Log

If the restore event is set to Log, Texbase will only log the event without giving any visible or audible indication

Prompt

If the restore event is set to Prompt, Texbase will flag up on the main screen with the information, whilst causing an audible indication which would be defined by the alarm priority.

5. Email on alarm

With this option set to 'yes' as long as the email server information has been programmed (see page 15) and the key holders email address has been filled in (see page 11) this will then email the key holder the relevant information displayed in Texbase in the event of an alarm

6. Email on restore

With this option set to 'yes' as long as the email server information has been programmed (see page 15) and the key holders email address has been filled in (see page 13) this will then email the key holder the relevant information displayed in Texbase in the event of a restore

7. Update event

This button will become active once a change has been made to an event and will store the parameters in Texbase.

Exceptions

Under the Exceptions tab you can generate exceptions for early openings/ late closings and no communications (polling), these will indicate in Texbase if the exception is out.

Account Manager					×
	×	Search	Show History	y Print	
Customer Notes Special Instructions	Key Holders Zones Are	as Users E	vent Handling	Exceptions	
Account No: 1234	Exce	ptions			Name: Test Acoount
Early Opening		Late Closing			
Monday: General	te Exception	Monday:	12:00	🔲 Generate I	Exception
Tuesday: General	te Exception	Tuesday:	13:00	Generate	Exception
Wednesday: General	te Exception	Wednesday:		🔲 Generate I	Exception
Thursday: 📃 General	te Exception	Thursday:		Generate	Exception
Friday: 📃 General	te Exception	Friday:		Cenerate	Exception
Saturday: General	te Exception	Saturday:		Generate	Exception
Sunday: General	te Exception	Sunday:		Generate	Exception
No Communication					
Last Communication: 02/02/20	12 15:17:16				
Communication Exception: Disabled	•				
Accounts: Browse Record 2	:2				

Email Setup

Texbase has the facility to send key holders emails on alarm events (this is defined on page 11).

Communications Setup

To get to the email set up page you will need to - Communications - Setup.



	C	ommunication Setup	×
	ſ	Montex Port	
1	•	TCP Port: 2000	
		Email Settings	
2	•	Email Server (SMTP):	10.60.1.10
3	•	Account User Name:	texe\preed
4	•	Account Password:	**********
5	•	Senders Email Address:	preed@texe.com
			V OK

1. TCP Port

This is the port number Texbase will receive messages on forwarded from Montex, to set up this port in Montex please see page 6

2. Email Server (SMTP)

address is the address of the server being used for the forwarding of emails.

3. Account User Name

This is user name of the email account.

4. Account Password

This is the password for the email account

5. Senders Email Adress

The senders email address field is used to define the email address that sends data to the required recipients.

Using Texbase

After setup is complete, Texbase will await events forwarded from Montex.

With Texbase minimized events can still come through and Texbase will take priority on the screen (become maximized as long as the event is set to prompt see page 13)



Once an event comes through to Texbase the operator of the system has 4 options for each individual event;

<u>Action</u>

once the operator has added to the individual event, the event then can be defined as actioned in the history for the account by selecting the 'action' button.

• <u>Log</u>

once the operator has added comments (not required for logging) to the individual event, the event then can be defined as logged in the history for the account by selecting the 'log' button.

<u>Silence</u>

if an event is set as 'High priority' or 'Very high priority' (see page 13) Texbase will create a 'ping' noise until silenced (if set as very high priority) to silence the event select the 'silence' button

History

Upon selecting the history button it will take you to a new screen displaying the history of the unique site;

Date/ mile	Event Description	Action	Operator	Actioned At Comm
01-Feb-12 - 14:42.40	Downstairs: Program Mode Entry	Logged	System	01-Feb-12 - 14:42 Automa
01-Feb-12 - 13:15.53	Downstairs: Alarm Cancelled	Logged	System	01-Feb-12 - 13:15 Automa
01-Feb-12 - 13:15.53	Downstairs: Opened by User 001 (Clive)	Logged	Master	02-Feb-12 - 10:02 Logged
01-Feb-12 - 13:15.42	Downstairs: Burglary Alarm - Zone 003 (Kitchen PIR)	Logged	Master	02-Feb-12 - 10:02 Logged
01-Feb-12 - 13:15.32	Downstairs: Closed by User 001 (Clive)	Logged	Master	02-Feb-12 - 10:02 Logged
01-Feb-12 - 13:15.07	Downstairs: Program Mode Exit	Logged	System	01-Feb-12 - 13:15 Automa
01-Feb-12 - 13:14.39	Downstairs: Program Mode Entry	Logged	System	01-Feb-12 - 13:14 Automa
01-Feb-12 - 13:14.18	Downstairs: Program Mode Exit	Logged	System	01-Feb-12 - 13:14 Automa
01-Feb-12 - 13:14.07	Downstairs: Manual Test Call	Logged	Master	01-Feb-12 - 13:14 Logged
01-Feb-12 - 13:14.00	Downstairs: Communication Failure (Polling) Alarm	Logged	Master	01-Feb-12 - 13:14 Logged
01-Feb-12 - 13:13.33	Downstairs: Manual Test Call	Logged	System	01-Feb-12 - 13:13 Automa
01-Feb-12 - 13:13.22	Downstairs: Program Mode Entry	Logged	System	01-Feb-12 - 13:13 Automa
01-Feb-12 - 13:13.14	Downstairs: Program Mode Exit	Logged	System	01-Feb-12 - 13:13 Automa
01-Feb-12 - 13:08.33	Downstairs: Manual Test Call	Logged	System	01-Feb-12 - 13:08 Automa
01-Feb-12 - 13:08.33	Downstairs: Program Mode Entry	Logged	System	01-Feb-12 - 13:08 Automa
01-Feb-12 - 13:04.18	Area 01: Closed by User 001	Logged	Master	01-Feb-12 - 13:04 Logged
01-Feb-12 - 13:03.53	Area 02: Closed by User 001	Logged	Master	01-Feb-12 - 13:04 Logged
01-Feb-12 - 13:03.41	Area 01: Program Mode Exit	Logged	System	01 Ech 12 12:02 Autom:

Events can be filtered by type by selecting the types of events to view.