



Push/Email Notification Advanced Setup Guide

version 1.0

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Overview

eKeypad's Notification support lets you send push notifications to an unlimited number of iOS devices. It offers a robust and flexible solution that can support both simple and complex notification scenarios.

This document details several strategies to help you to implement more complex requirements.

Please contact eKeypad Support if you have additional questions or need assistance.

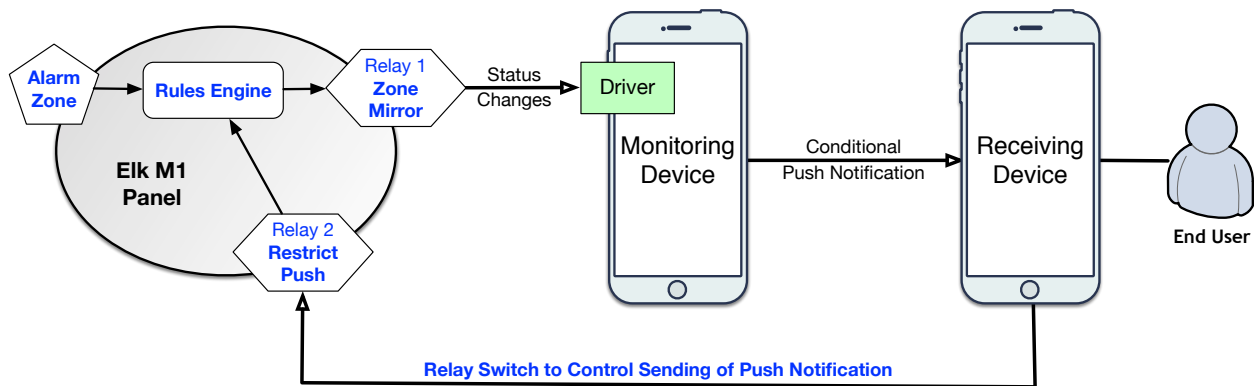
Web Site: https://www.ekeypad.net/	Email Support: support@ekeypad.net
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End-User Disabled Notification

A common request is to allow end-users to enable and disable individual notifications. This ability is possible by using a special setup in the equipment being monitored.

The high level strategy is for the Monitoring Device not to monitor the primary item directly. Instead, a virtual item that mirrors the state of the primary should be monitored. The rules engine within the equipment is used to keeping the state of the two items synchronized. The additional of an additional push restricting relay is used to selectively control the synchronization rules and by extension sending push notifications.

Following is a more details example of this technique. It shows a setup that sends push notifications when an Alarm Zone changes to Violated on an Elk M1 panel. The end-user has access to a “Restrict Push” switch that will control if the push notification is sent.



1. Items that should be created in the M1 panel:

- A virtual relay named, “Zone Mirror”.
- A virtual relay named, “Restrict Push”.

Note

The “Zone Mirror” relay should only be visible to the Monitoring Device. See the “GUI Restrictions” functionality in eKeypad for more information.

2. Rules that should be setup in the M1 panel:

- A. Zone not violated rule.
 - Trigger: Alarm Zone changes to any state except Violated.
 - Action: Change the Zone Mirror relay to OFF.
- B. Zone violated rule.
 - Trigger: Alarm Zone changes to Violated **and** Restrict Push relay is OFF.
 - Action: Change the Zone Mirror relay to ON.
- C. Push Restriction Enabled.
 - Trigger: Restrict Push relay changes to ON.
 - Action: Change the Zone Mirror relay to OFF.

3. Alert Manager Setup in the Monitoring Device:

The push notification alert configured in the monitoring device should **not** be triggered by changes in the state of the Alarm Zone itself. This alert should be triggered based on the state change of the Zone Mirror relay.

Once these items have been properly setup, the end-user will find a switch named, “Restrict Push” on the Outputs screen in eKeypad. Turning this switch to ON will prevent the push notifications from being sent; turning this switch to OFF will resume sending the push notifications.

Note

Using the setup described above, turning the Restrict Push switch to OFF while the Alarm Zone is already Violated will **not** send a push notification.

To have a push notification sent immediately, add the following rule.

- D. Push Restriction Disabled.
 - Trigger: Restrict Push relay changes to OFF **and** Alarm Zone state is Violated
 - Action: Change the Zone Mirror relay to ON.

Consideration should also be given to the possibility that the Restrict Push toggle may be turned ON and unintentionally left in this state. There are a number of solutions to help manage this scenario, one of the most common is to use timers to automatically reset the push restriction switch to OFF after a period of time.

Multiple Receiving Devices

In this example, multiple end-users need to receive the same notification messages.

- There is no limit on the number of devices that can receive a Push Notification message.
- The optional Security Tag on Monitoring Devices must be setup on Receiving Devices.

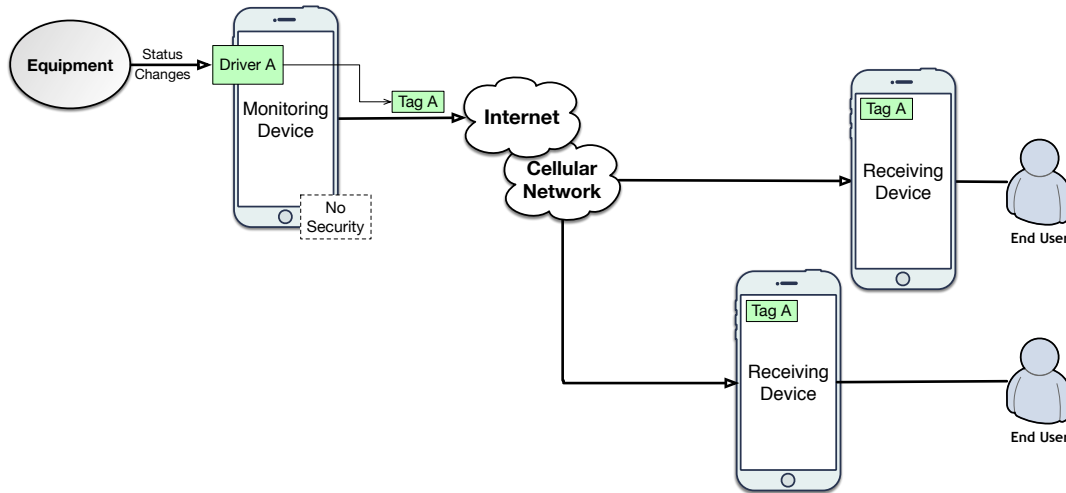


Diagram 2: Multiple devices receiving the same Push Notification message.

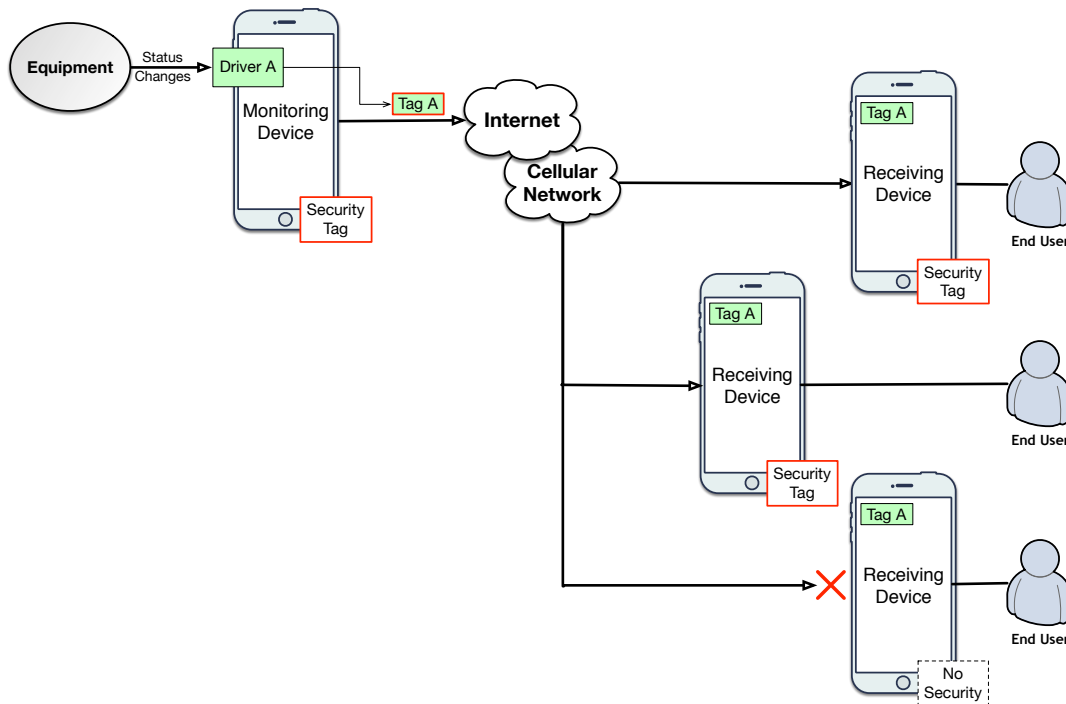


Diagram 3: Multiple devices with Security Tag restriction

Targeted Notification Delivery

This configuration example demonstrates how to divide Push Notifications so that different end-users can receive different notifications about the same equipment.

- When equipment is configured on a Monitoring Device the driver that is created is automatically assign a unique Push Notification Tag.
- Subsequently, configuring the same piece of equipment a second time will create a second driver with a different Push Notification Tag.
- The Alerts that define the triggers for Push Notifications are applied to a driver in eKeypad, not the equipment directly.

By using this information, Alerts can be configured for a single piece of equipment with different Tags. Properly configuring the end-users will allow you to select which notification they will receive.

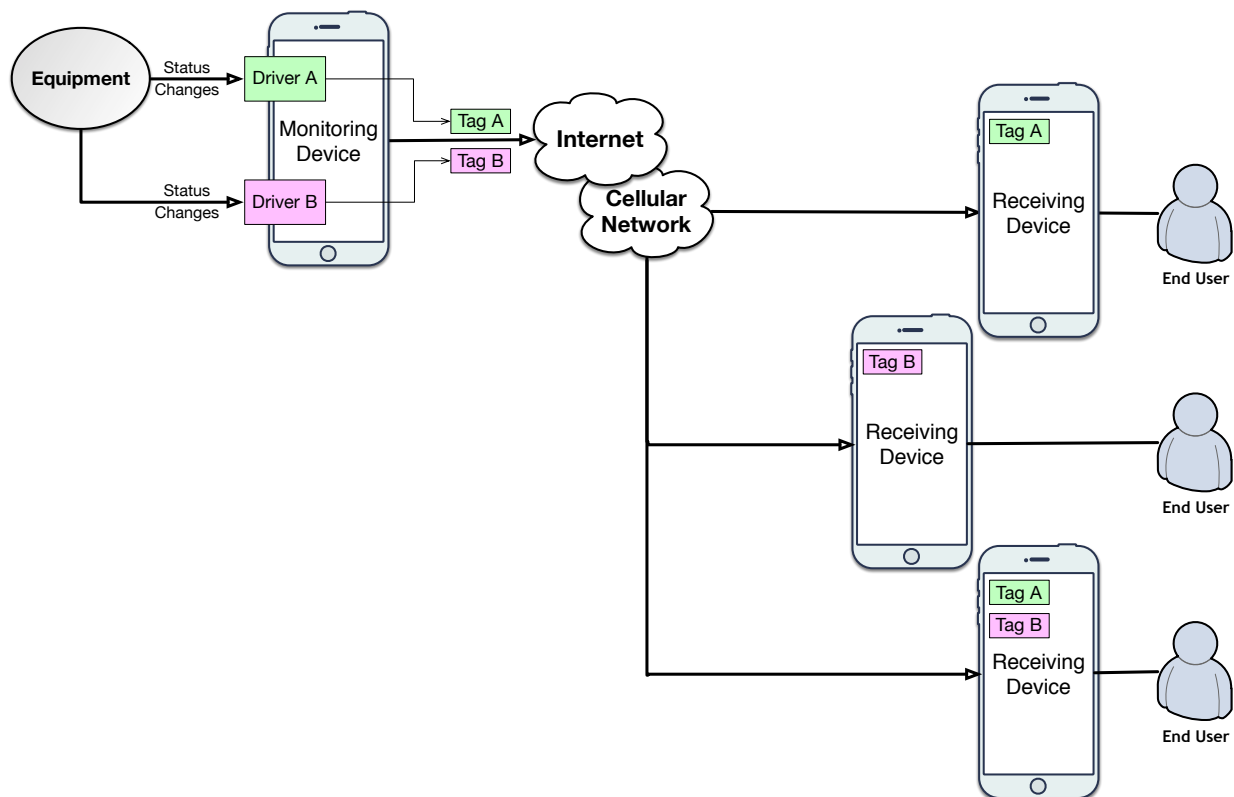


Diagram 4: Selective Push Notification Delivery

Multiple Equipment Locations

This example demonstrates an installer where the equipment that needs to be monitored is located in multiple physical locations.

- Monitoring Device should always be physically located in the same place as the equipment it is monitoring.
- For larger installs spread across multiple locations multiple Monitoring Devices will be required. Typically only one Monitoring Device is needed at each location.

Receiving Devices can receive notification messages from multiple monitors at the same time by configuring the appropriate Push Notification Tags. There is no limit on the number of Push Notification Tags that can be configured in a Receiving Device.

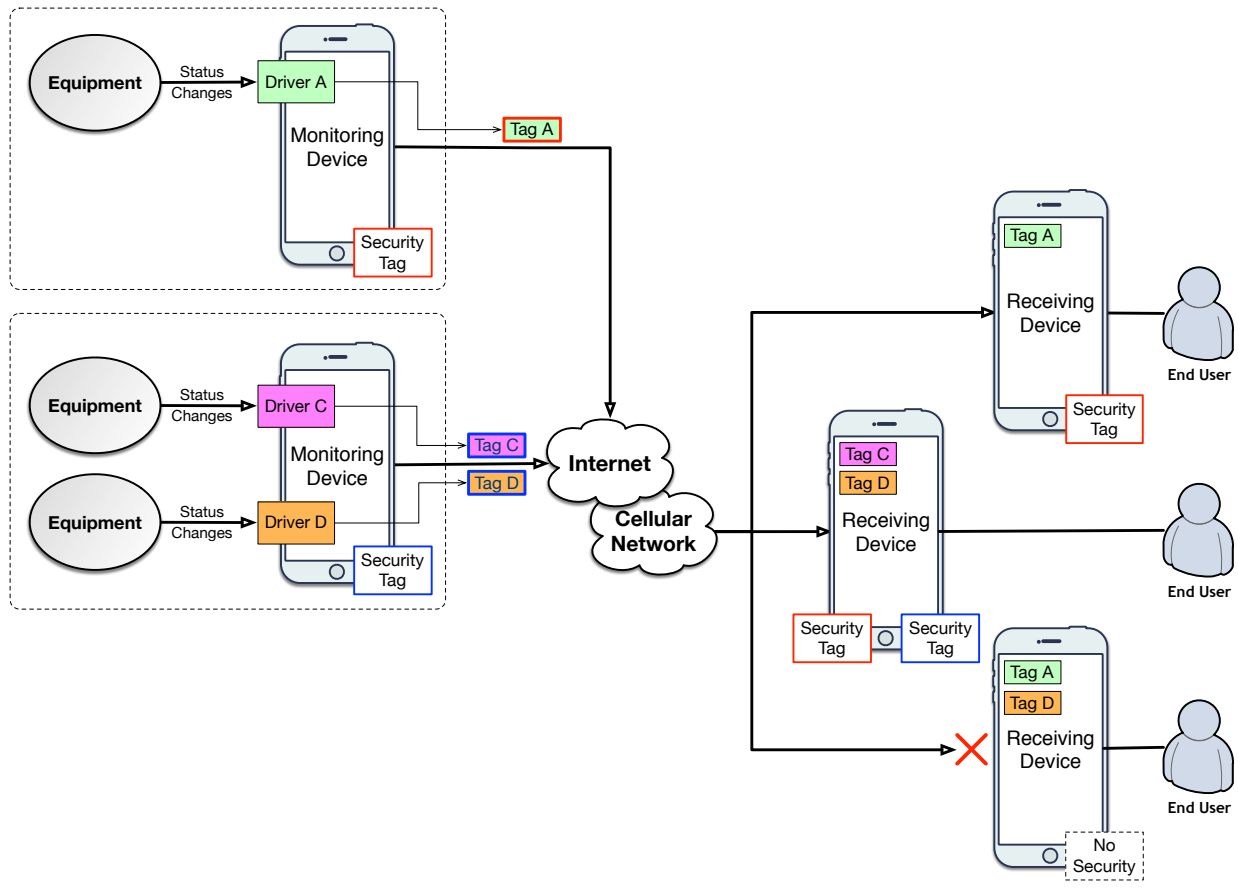


Diagram 5: Monitoring multiple equipment deployed in multiple locations

Document Change Log

Version	Notes
1.0	- Initial Version