Omni
Select
Omni
Select™
E
F
Select Alert

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Printed in Canada
17040701
2013-03-21

Limited warranty

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Warranty service

Warranty service may be obtained from the Phason office location indicated in the user manual or service booklet.

Service and technical support

Phason will be happy to answer all technical questions that will help you use your OMNI Select system. Before contacting Phason, collect the following information:

- A description of the problem
- A description of what you were doing before the problem occurred
- The model(s) and serial number(s) of the devices
- Any messages displayed by the software

My dealer's name: _____

How to contact my dealer:

Street/PO Box _____

City _____

State/Province _____

Zip/Postal _____

Phone _____

Fax _____

E-mail _____

Web site _____

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About the manual

This manual describes and explains how to use the features of the Select Alert module for OMNI Select. In addition to reading this manual, you should be familiar with the following.

- Microsoft Windows™ – how to perform basic Windows functions such as opening and closing windows, finding and opening files, saving and closing files, as well as using a mouse and keyboard.
- OMNI hardware and equipment – devices such as Power Blocks and ventilation equipment.

Styles

The following styles are used in the manual.

- All buttons and tabs are **bolded**.
  For example, click **OK** to save the changes.
- All window names and labels are *italicized*.
  For example, below *Your Alert contacts*, select the contact you want to edit.
- All filenames and directories are in a `monospace` font.
  For example, the reports directory in Windows 7 is `C:\Users\<username>\Documents\phason\OmniSelect\Reports\`.

Hint/tip

This is a hint or tip. It contains helpful information that may make it easier for you to set up or use Select Alert.

Note

This is a note. It contains important information that may help you better understand Select Alert.

The manual also installs on your computer. You can open it from the Start menu by clicking *Start* > *All Programs* > *Phason* > *OMNI Select* > *Manuals*. You must have a PDF viewer, such as Foxit Reader or Acrobat Reader, to open the manual.

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Chapter 1: Introducing Select Alert

- Introducing Select Alert
- Installing and logging in to OMNI Select
- OMNI Select windows

Introducing Select Alert

Problems at a site can cause damage to buildings and equipment, the death of animals, and loss of profits. You cannot be everywhere at once, so what can you do? Select Alert is a crucial system for monitoring your OMNI Select site.

Select Alert features

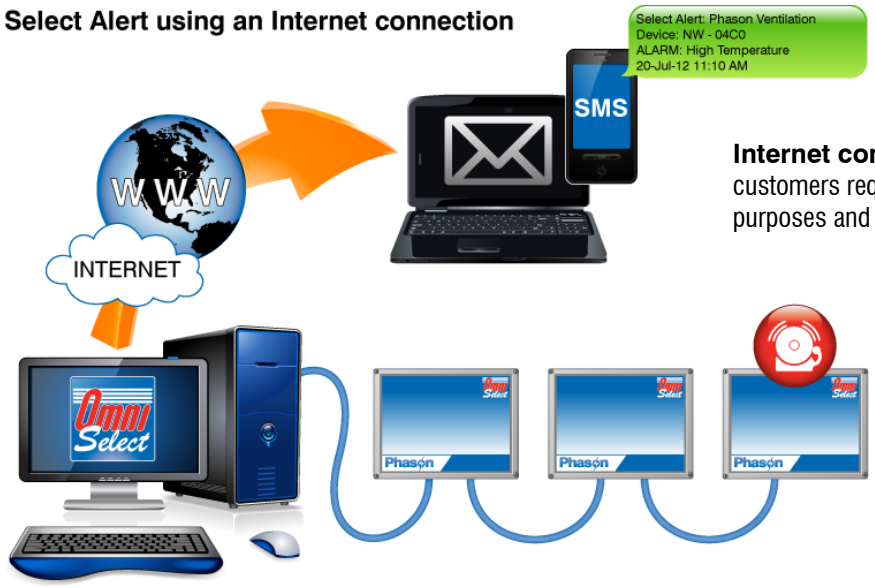
- Quick, automatic notification of alarm conditions
- Customizable connection options:
  - Existing Internet connection
  - GSM modem and wireless service
- Customizable messaging options:
  - E-mail (SMTP)
  - Text message (SMS)
- Configurable contact schedules
- Useful tools:
  - Alert Message Log
  - Alarm Settings Summary
  - Combined Schedule Viewer

The Select Alert concept

When there is an alarm condition at your site, Select Alert quickly and automatically sends e-mail and/or text messages to people you choose. Select Alert provides peace of mind by helping ensure that if there is a problem at your site, the right people are notified about it.

Select Alert can connect using an existing Internet connection or GSM modem.

Select Alert using an Internet connection



Internet connections are preferred where customers require a connection for other purposes and service is available.

Select Alert using a GSM modem

GSM modems use wireless (cellular) service to send and receive SMS text messages. GSM modems are preferred where customers do not want an Internet connection or Internet service is not available.

GSM modem

Phason's optional GSM modem (MDM-GSM) connects to one of your computer's USB ports and uses a 3G wireless (cellular) network. You can use a GSM modem *anywhere there is cellular service*.

The GSM modem uses a SIM card and requires a cellular plan. How you can use the GSM modem depends on your plan. You can get a SIM card and plan from any place that sells cellular products.

Use the GSM modem as an Internet connection

To use the GSM modem as an Internet connection, the plan you have registered to the SIM card must be a data plan. This will allow you to use the modem just like any other Internet connection.

The GSM modem is ideal as a backup to an existing Internet connection, if that connection is unreliable. This can be especially important for using Select Alert.

Use the GSM modem for text messaging, *without* an Internet connection

To use the GSM modem for SMS text messaging only and prevent it from accessing the Internet, the plan registered to the SIM card must support text messaging, *but not have a data option*.

This method is ideal for OMNI Select customers who would like to use Select Alert, but do not want an Internet connection in their facility. The GSM modem allows Select Alert to send text message notifications, but not access the Internet.

GSM modem features

- Unlocked – can be used with any cellular provider
- External antenna with nine-foot cable – for enhanced reception
- Easy setup and installation
- MicroSD card slot – for backup or additional storage
- Drivers for Windows XP, Vista (32 and 64-bit), and Windows 7 (32 and 64-bit)
- Limited warranty (90 days)

GSM modem specifications

- **Network type** 2G, 3G, 3G+ support
- **Frequency bands** HSPA/UMTS 850/1900/2100 MHz
  GSM/GPRS/EDGE 850/900/1800/1900 MHz
- **Transfer rate** HSDPA download up to 7.2 Mbit/s (900 KB per second)
  HSUPA upload up to 2.0 Mbit/s (250 KB per second)

OMNI Select requirements

For Select Alert to work properly, your system must meet specific computer requirements. In addition to computer requirements, you must have an Internet connection or GSM modem.

For the latest computer and system requirements, or information about Phason GSM modems, visit **www.phason.ca** or contact Phason Customer Support at **204-233-1400** or **support@phason.ca**.

Installing and logging in to OMNI Select

Installing OMNI Select

OMNI Select has an installation wizard that guides you through the installation.

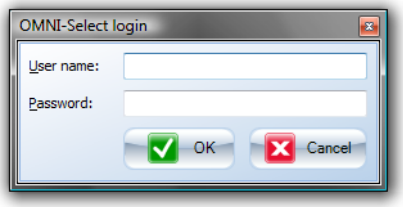
To install OMNI Select

1. Insert the OMNI CD into your computer's CD-ROM drive.
   The Installation Wizard should start automatically. If it does not start automatically, find and start the file `Install_OmniSelect.exe` on the CD-ROM.
2. Follow the instructions on the screen.

Logging in to OMNI Select

All OMNI Select users must have a user name and password to access settings, configuration, viewers, and reports. Security helps prevent unauthorized access and allows OMNI Select to track which users have performed certain tasks within the program.

Each time you open the Main window—the one with the **Settings**/**Configuration**/**Reports** buttons at the top—the *OMNI Select login* window displays.



- The default username is `sysadmin` and for the password is `omniadmin`.
- For more information about user names and passwords, see the **OMNI Select user manual**.

To access settings, configuration, viewers, and reports, you need to log in to OMNI Select. To log in to OMNI Select, you must have a username and password.

To log in to OMNI Select

1. On the Communication Center, click **Login**.
   The *OMNI Select login* window displays.
2. Beside User name, type your user name.
3. Beside Password, type your password.
4. Click **OK**.

Shutting down OMNI Select

Your computer should be running at all times. When your computer is not running, the OMNI Select services are not running. When the OMNI Select services are not running, equipment operates at its last settings, but OMNI Select cannot collect information or update settings.

Do not use power management settings such as "sleep" or "hibernate" mode. When your computer is in these modes, OMNI Select does not function properly.

If you have to shut down your computer, **start it again as soon as possible**.

OMNI Select windows

The following section is an overview of the main OMNI Select windows.

Communication Center

The Communication Center displays all communication, status, and alarm messages from OMNI Select modules and devices. Check the Communication Center regularly to ensure systems are functioning normally and to see if there are problems or potential problems.

The Communication Center is the only area of OMNI Select that is available to all users, regardless of their access. The Communication Center is also the gateway to the Main window, where you can access settings, configuration, and reports.

A This area lists your devices and their status. To see a list of communication and system messages for a specific device, click on that device.

B This button opens a window that displays all messages for all devices.

C This button opens a window that displays version information.

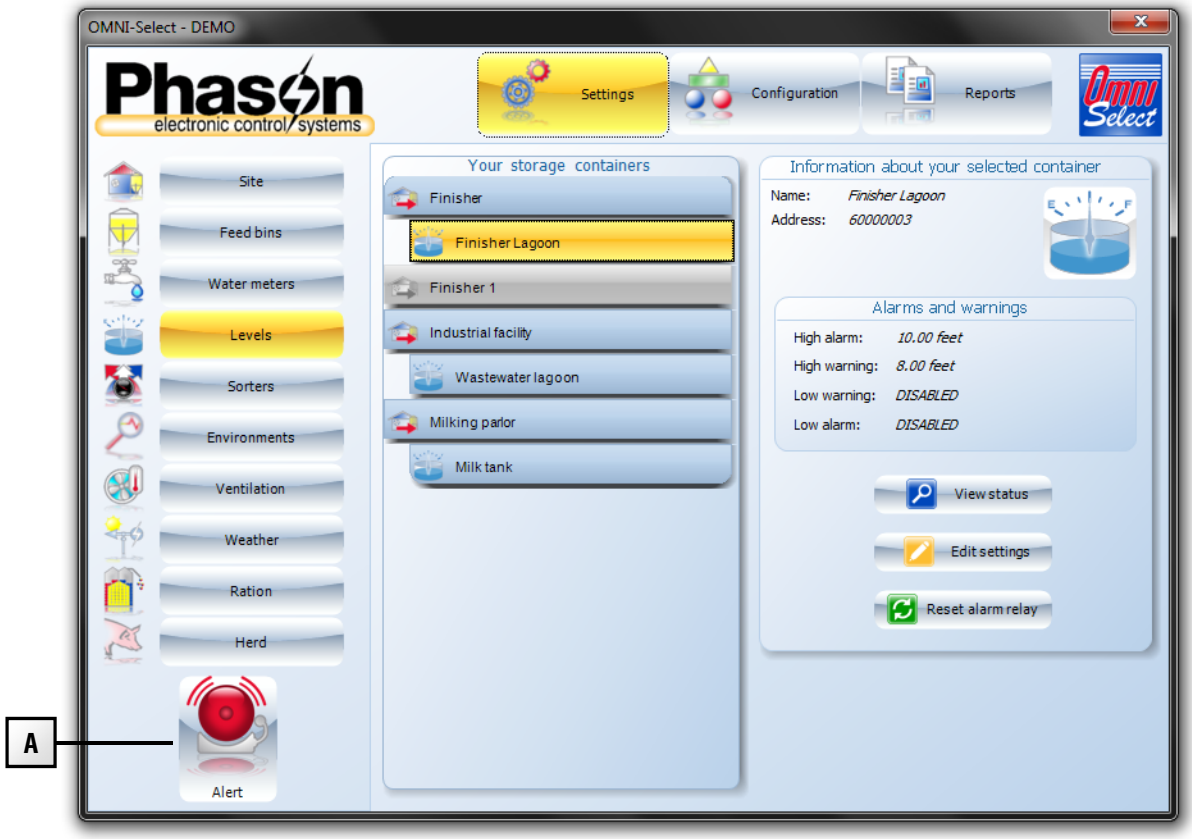
D This button opens the OMNI Select login window, which is where you enter your username and password to access other areas of the system.

E This button opens *Help files* window, which is where you can open any of the user manuals for the modules you have installed.

For more information about logging in to OMNI Select, read **Installing and logging in to OMNI Select** on page 4. For more information about the Communication Center, see *Monitoring the Communication Center* in the **OMNI Select user manual**.

Main window

The main window refers to any of the *Settings*, *Configuration*, or *Reports* windows for any OMNI Select module.



A This button opens the *Select Alert* window, which is where you configure Select Alert, set up contacts and schedules, and view combined contact schedules.

Chapter 2: Working with Select Alert

- Warnings, alarms, and communication errors
- Configuring Select Alert
- Select Alert reports

Warnings, alarms, and communication errors

OMNI Select has three levels of notifications: alarms, warnings, and communication errors.

Warnings

Warnings are messages that display in the Communication Center. Select Alert **does not send out messages** for warnings.

Alarms

Alarms are also messages that display in the Communication Center. The difference is that Select Alert **sends out messages** for alarms.

Communication errors

Communication errors can be alarms or warnings, depending how you configure them.

- If you configure communication errors as **warnings**, they display in the Communication Center and Select Alert **does not send out messages**.
- If you configure communication errors as **alarms**, they display in the Communication Center and Select Alert **sends out messages**. When Select Alert sends out messages for communication errors, it adds them up and then sends a combined message for the previous 15 minutes. This helps prevent getting many alerts for one problem; for example, a power failure.

Warnings and alarms example

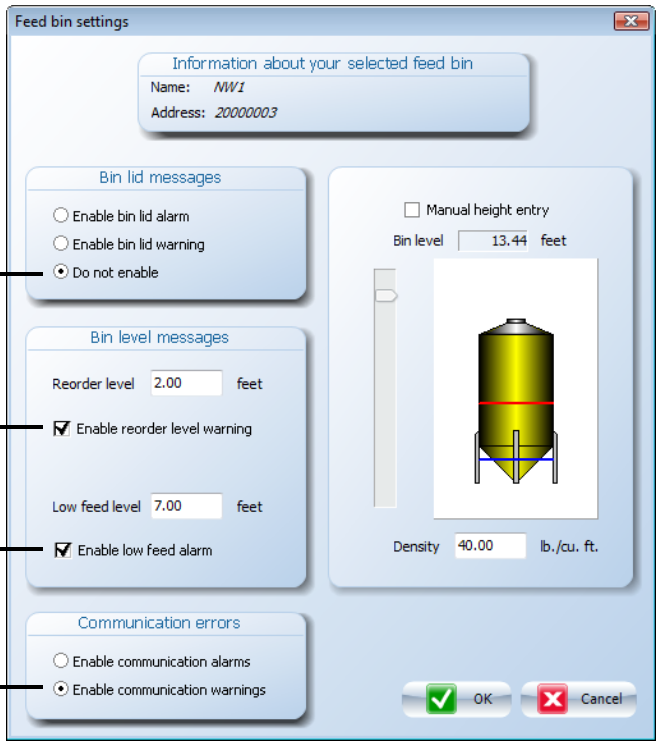
The following is an example using the Select Feed module.

Bin lid messages are not enabled. OMNI Select will not display any messages and Select Alert will not send messages, even if the bin lid is left open.

Reorder level warnings are enabled. OMNI Select will display messages. Select Alert *will not* send messages when the condition exists because it does not send messages for warnings.

Low feed level alarms are enabled. OMNI Select will display messages and Select Alert will send messages when the condition exists.

Communication warnings are enabled. OMNI Select will display messages. Select Alert *will not* send messages when the condition exists because it does not send messages for warnings.



Sample messages

The following is an example of an alarm message.

Subject line of message →
Device name and address →
Alarm message →
Time of the alarm →

Select Alert: Phason Farms- Ventilation

Device: Finisher NW - 04C0
ALARM: High Temperature
12-Jul-11 11:10 AM

The following is an example of a communication error message.

Subject line of message →
Alarm message →
Module and number of errors →
Time of the alarm →

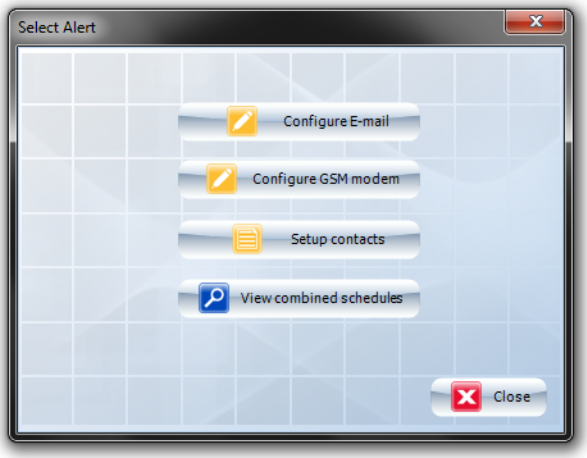
Select Alert: Phason Farms

Communication errors (previous 15 min.)
Sorter: 2
12-Jul-11 1:18 PM

Configuring Select Alert

Configuring Select Alert means configuring contacts, and one or both of the e-mail client or GSM modem.

To access Select Alert, click the **Alert** button in the bottom-left corner of the main window. The *Select Alert* window displays.



Configuring the Select Alert e-mail client

An e-mail client sends and/or receives e-mail messages. Microsoft Outlook® is an example of an e-mail client. Select Alert has a built-in e-mail client that sends messages to contacts. Before you can send messages to contacts, you need to configure the e-mail client.

- ◇ Select Alert requires that you have an SMTP-capable e-mail account with a service provider. SMTP (Simple Mail Transfer Protocol) is an Internet standard for outgoing e-mail messaging.
- ◇ Select Alert cannot receive e-mail messages.

There are five items you need to configure.

SMTP server

SMTP server is where you enter the address of your SMTP server.

SMTP user name

SMTP user name is where you enter the name you use to log into your existing e-mail account.

SMTP password

SMTP password is where you enter the password you use to log into your existing e-mail account.

From name

From name is where you enter the name you want displayed in the messages. This is the name the message will be from when you receive it. You might want to choose something like *Select Alert*. If you have multiple sites, you might want to choose something that has the site name in it. For example, *Select Alert at Choice Farms*.

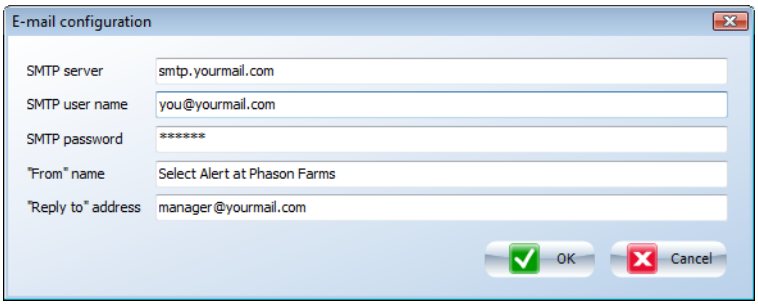
Reply to address

Reply to address is where you enter the e-mail address for any replies to Select Alert messages. Because Select Alert only sends and cannot receive messages, you need to enter an address for an existing account. For example, you might want to enter the e-mail address of the barn manager. This way the person who looked after the situation can respond saying something like "Responded to whatever alarm on whatever time."

SMS addresses are for text messaging. For more information, read **Adding, editing, and removing contacts** on page 14.

To configure the Select Alert e-mail client

1. In the main window, click **Alert**.
   The *Select Alert* window displays.
2. Click **Configure e-mail**.
   The *E-mail configuration* window displays.



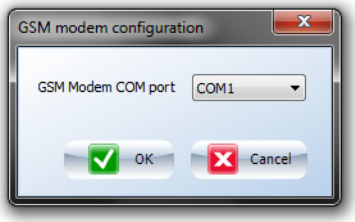
3. Beside *SMTP server*, type the address of the SMTP server for your existing e-mail account.
4. Beside *SMTP user name*, type the login name for your existing e-mail account.
5. Beside *SMT password*, type the password for your existing email account.

6. Beside *From name*, type the name you want displayed in the alert messages.
7. Beside *Reply to address*, type the e-mail address where you want to send any replies to the messages. Separate multiple addresses with a semi-colon (;).
8. Click **OK** to save the information and return to the *Contact list* window.

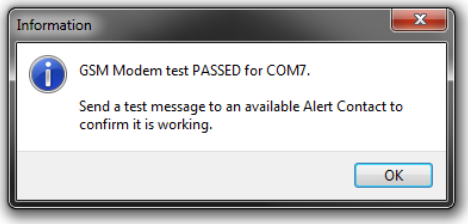
Configuring a GSM modem

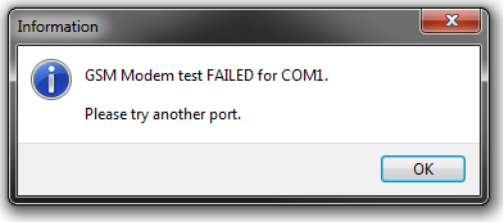
To configure a GSM modem

1. In the main window, click **Alert**.
   The *Select Alert* window displays.
2. Click **Configure GSM modem**.
   The GSM modem configuration window displays.



3. Select the COM port that has the GSM modem connected.
   One of the following *Information* windows displays.



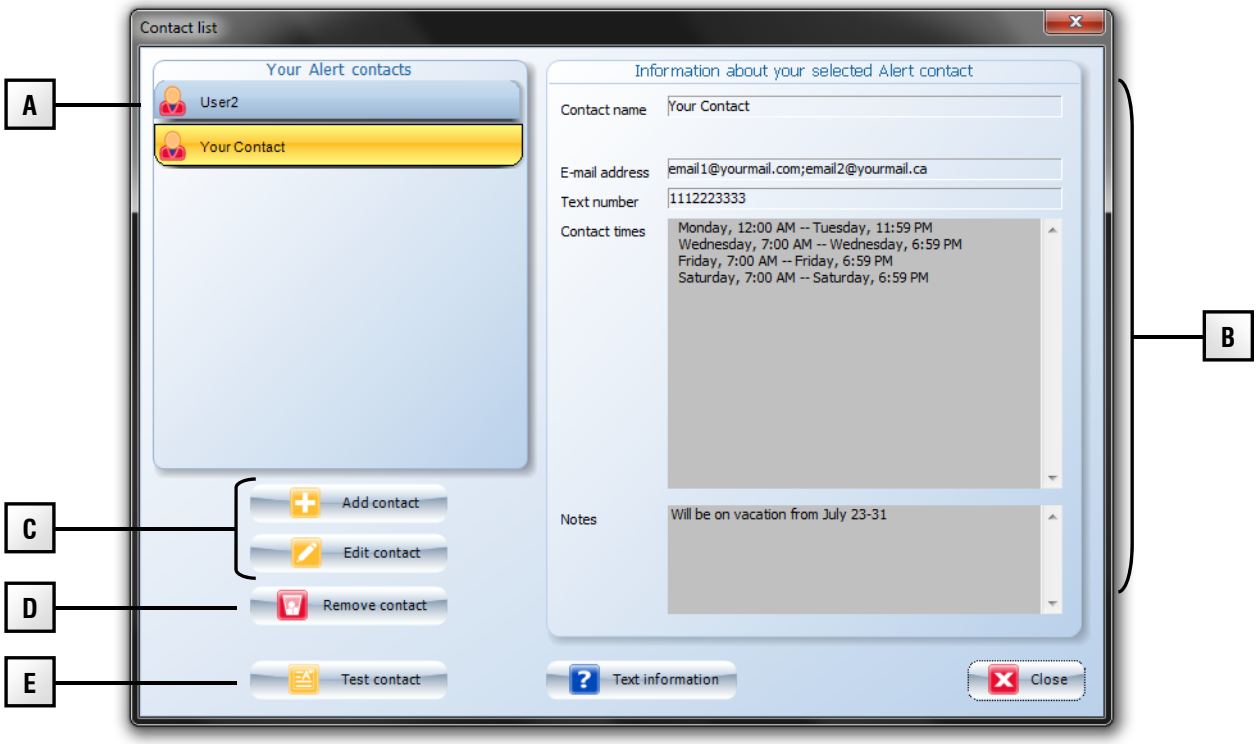


4. Click **OK** to close the window.
5. If you successfully configured the GSM modem, click **OK** to return to the *Select Alert* window, and then again to return to the main window. Otherwise, go back to step 3.

It is highly recommended to send a test message after configuring the GSM modem. For information about sending a test message, read **To test a contact** on page 17.

Adding, editing, and removing contacts

A contact is a person Select Alert sends an e-mail or SMS (Short Message Service) message to when there is an alarm condition at the site. You can have as many contacts as you need.



A This is your list of contacts.

B This is the configuration for the selected contact.

C This button opens *Contact information* window, which is where you add or edit contacts.

D This button removes the selected contact.

E This button sends a test message (e-mail and/or text) to the selected contact.

Contact information

E-mail address

E-mail addresses must be in the format `youraddress@yourinternetprovider.com`.

Text number *(e-mail method)*

SMS text addresses are similar to e-mail addresses. SMS addresses must be in the format `phonenumber@yourwirelessprovider.com`. For example, to send text messages to a

Verizon Wireless user with the phone number 123-555-7890, you would enter `1235557890@vtext.com`. In the *E-mail address* field.

The following is a list of some common North American wireless providers and their e-mail to SMS gateways. If your provider is not listed, search the Internet for *e-mail to SMS*, along with the name of your provider. Most companies display the information on their websites.

American providers		***Canadian providers***	
Teleflip	#@teleflip.com	Aliant	#@wirefree.informe.ca
Alltel	#@message.alltel.com	Bell Mobility	#@txt.bellmobility.ca
Ameritech	#@paging.acswireless.com	Fido	#@fido.ca
ATT Wireless	#@txt.att.net	MTS Mobility	#@text.mtsmobility.com
Bellsouth	#@bellsouth.cl	Rogers Wireless	#@pcs.rogers.com
Boost	#@myboostmobile.com	Sasktel Mobility	#@pcs.sasktelmobility.com
CellularOne	#@mobile.celloneusa.com	Telus	#@msg.telus.com
CellularOne MMS	#@mms.uscc.net	Virgin Mobile	#@vmobile.ca
Cingular	1#@mobile.mycingular.com	President's Choice	#@mobiletxt.ca
Edge Wireless	#@sms.edgewireless.com		
Sprint PCS	#@messaging.sprintpcs.com		
T-Mobile	#@tmomail.net		
Metro PCS	#@mymetropcs.com		
Nextel	#@messaging.nextel.com		
O2	#@mobile.celloneusa.com		
Orange	#@mobile.celloneusa.com		
Qwest	#@qwestmp.com		
Rogers Wireless	#@pcs.rogers.com		
Telus Mobility	#@msg.telus.com		
US Cellular	#@email.uscc.net		
Verizon	#@vtext.com		
Virgin Mobile	#@vmobl.com		

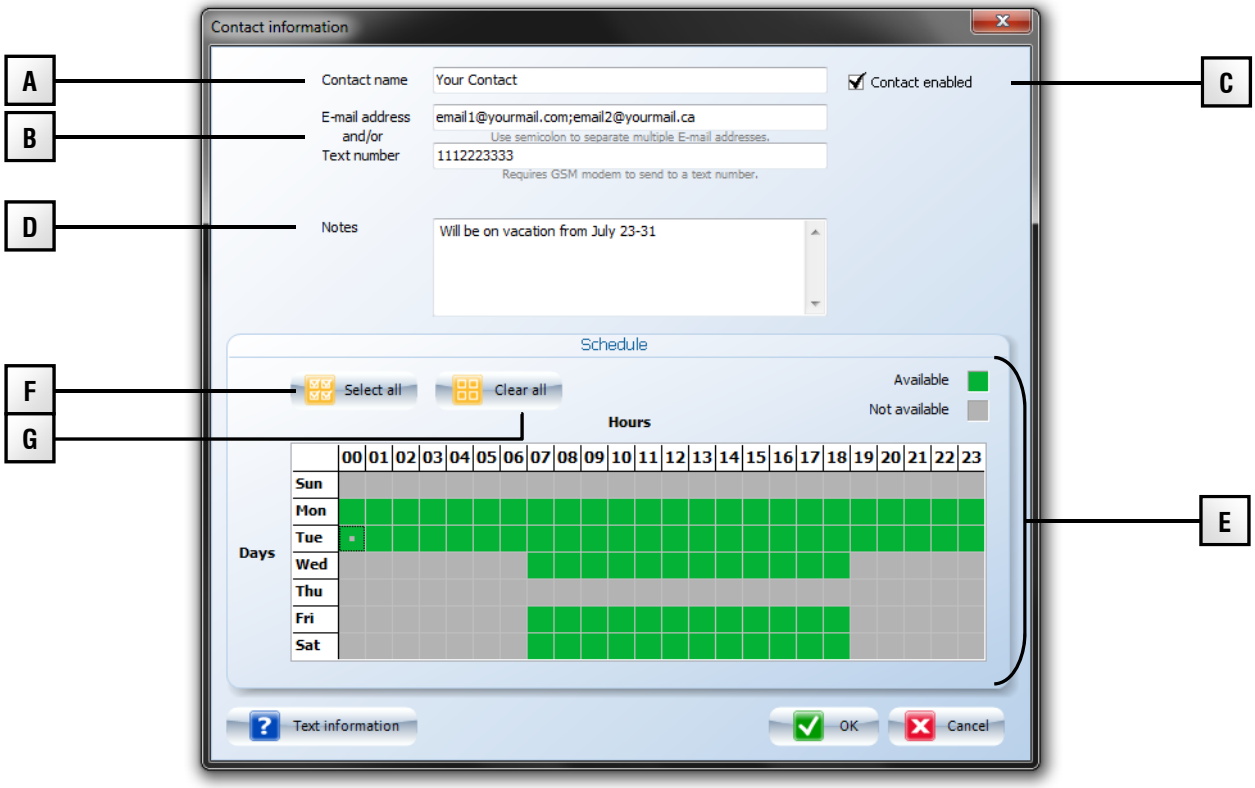
Text number (*GSM modem method)*

A text number for Select Alert using a GSM modem is the same format as a text number for a cell phone. If you are setting up a contact with the cell phone number 123-555-7890, you would enter `1235557890` in the *Text number* field.

Schedule

Each contact has a schedule. The schedule is broken down into one-hour blocks for each day of the week. You set each block as either *available* or *not available*.

- If a block is selected as *available*, Select Alert will send messages to the contact during that time.
- If a block is selected as *not available*, Select Alert will *not* send messages to the contact during that time.



A This is where you enter the name of the contact.

B This is where you enter the e-mail address or text number. Separate multiple addresses with a semi-colon (;).

C This is where you select whether the contact is enabled or not enabled.
When you create new contacts, they are automatically enabled. You can change a contact to not enabled when he or she will be away for a while; this is much easier than changing the schedule temporarily.

D This is where you can enter notes and additional information about the contact. For example, if a contact is on vacation, you can enter that here.

E This is the schedule area. Each block represents one hour on one day of the week. Green areas show when the contact is available; gray areas show when the contact is not available. Select Alert sends messages to a contact only when he/she is available.

F This button selects all time blocks.

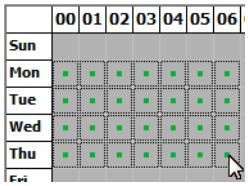
G This button clears (deselects) all time blocks.

To add a contact

1. In the main window, click **Alert**.
   The *Select Alert* window displays.

2. Click **Set up contacts**.
   The *Contact list* window displays.
3. Click **Add contact**.
   The *Contact information* window displays.
4. Beside *Name*, type the contact's name.
5. If you are using e-mail, beside *E-mail address*, type the contact's e-mail or e-mail-to-SMS address. Separate multiple addresses with a semi-colon (;).

   If you are using a GSM modem, beside *Text number*, type the contact's cell phone number.
6. Beside *Notes*, type any additional notes or information for the contact.
7. Create the contact schedule. There are several ways you can adjust the schedule.
   - Double-click a time block to toggle between available and not available.
   - Click and drag to select and toggle multiple time blocks



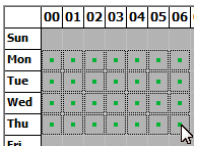
   - Click **Select all** to select all time blocks.
   - Click **Clear all** to clear the schedule
8. Click **OK** to save the information and return to the *Contact list* window.

To test a contact

1. In the main window, click **Alert**.
   The *Select Alert* window displays.
2. Click **Set up contacts**.
   The *Contact list* window displays.
3. Select the contact you want to test, and then click **Test contact**.
   A *Confirmation* window displays.
4. Click **Yes** to send a message.
   Select Alert sends the message. After a few seconds, an *Information* window displays, showing if it was sent successfully or not.
5. Click **OK** to close the Information window.
6. Verify the message was received.

To edit a contact

1. In the main window, click **Alert**.
   The *Select Alert* window displays.
2. Click **Set up contacts**.
   The *Contact list* window displays.
3. Below *Your Alert contacts*, select contact you want to edit.
4. Click **Edit contact**.
   The *Contact information* window displays.
5. Make the changes to the contact.
   - To change the contact status, select or deselect *Enabled*.
   - To add or change the message address, beside *E-mail address*, type the e-mail or SMS message address. Separate multiple addresses by a semi-colon (;).
   - To adjust the schedule
     - Double-click a time block to toggle between available and not available.
     - Click and drag to select and toggle multiple time blocks



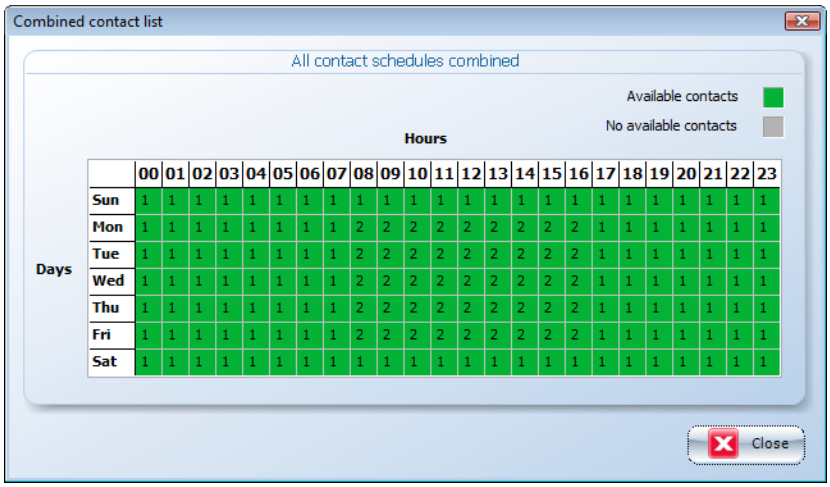
     - Click **Select all** to select all time blocks.
     - Click **Clear all** to clear the schedule
6. Click **OK** to save the information and return to the *Contact list* window.

To remove a contact

1. In the main window, click **Alert**.
   The *Select Alert* window displays.
2. Click **Set up contacts**.
   The *Contact list* window displays.
3. Below *Your Alert contacts*, select contact you want to remove.
4. Click **Remove contact**.
   A *Confirmation* window displays.
5. To remove the contact, click **Yes**. To cancel and return to the *Contact list* window, click **No**.

Viewing combined schedules

Select Alert has a very useful feature that allows you to view all contact schedules at the same time. This is important because it allows you to make sure you are covered at all times and do not have any gaps in your schedule where there are no contacts available.



	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Sun	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Mon	1	1	1	1	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1
Tue	1	1	1	1	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1
Wed	1	1	1	1	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1
Thu	1	1	1	1	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1
Fri	1	1	1	1	1	1	1	1	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1
Sat	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

The Combined contact list shows each one-hour time block as green when there are available contacts. The number in the box is the number of contacts available during that hour.

To view combined schedules

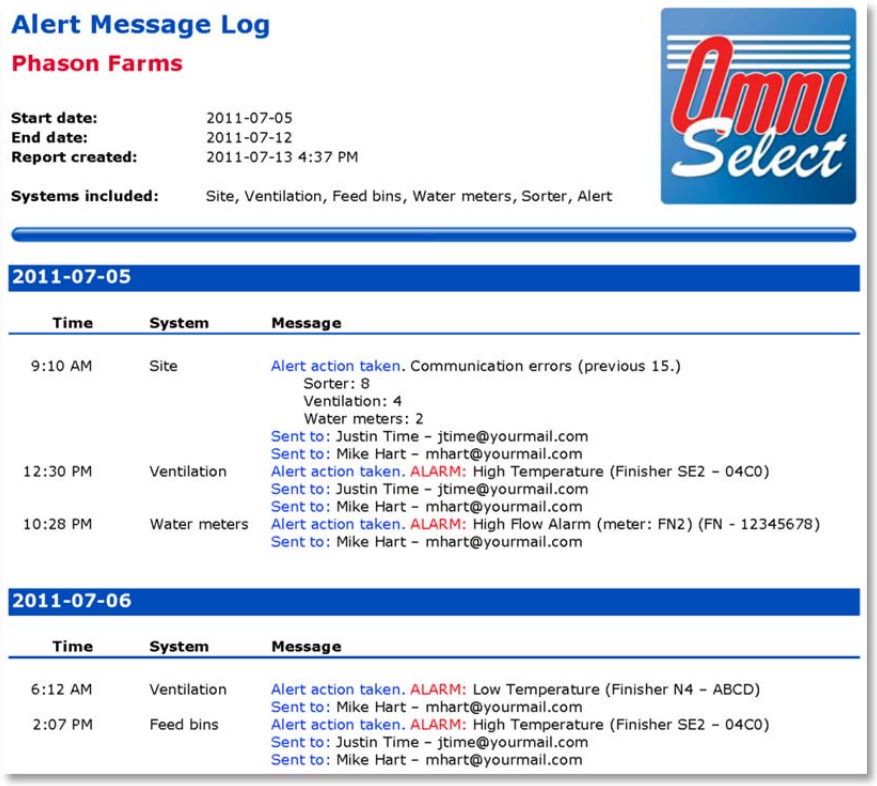
1. In the main window, click **Alert**.
   The *Select Alert* window displays.
2. Click **View combined schedules**.
   The *Combined contact list* window displays.
3. Click **Close** to return to the Select Alert window.

Select Alert reports

One of the great advantages of OMNI Select is the detailed reports that are available. Select Alert has one report specific to the module, but there are other useful charts and reports you may use as well.

Alert Message Log

The Alert Message Log displays information about each message Select Alert sends out. The information includes the date, time, system, alarm message, and contacts the message was sent to.



Alert Message Log

Phason Farms

Start date: 2011-07-05
End date: 2011-07-12
Report created: 2011-07-13 4:37 PM

Systems included: Site, Ventilation, Feed bins, Water meters, Sorter, Alert

2011-07-05

Time	System	Message
9:10 AM	Site	Alert action taken. Communication errors (previous 15.) Sorter: 8 Ventilation: 4 Water meters: 2 Sent to: Justin Time – jtime@yourmail.com Sent to: Mike Hart – mhart@yourmail.com
12:30 PM	Ventilation	Alert action taken. ALARM: High Temperature (Finisher SE2 – 04C0) Sent to: Justin Time – jtime@yourmail.com Sent to: Mike Hart – mhart@yourmail.com
10:28 PM	Water meters	Alert action taken. ALARM: High Flow Alarm (meter: FN2) (FN - 12345678) Sent to: Mike Hart – mhart@yourmail.com

2011-07-06

Time	System	Message
6:12 AM	Ventilation	Alert action taken. ALARM: Low Temperature (Finisher N4 – ABCD) Sent to: Mike Hart – mhart@yourmail.com
2:07 PM	Feed bins	Alert action taken. ALARM: High Temperature (Finisher SE2 – 04C0) Sent to: Justin Time – jtime@yourmail.com Sent to: Mike Hart – mhart@yourmail.com

Information about the report

A list of alert messages, sorted by date and time

Other charts and reports

Other than the one report specific to Select Alert, there is one other report and one viewer containing alarm information. The *Alarms and warnings log* and the *Alarm setting summary* are included with all modules. For more information, see the *Creating reports* section in the **OMNI Select user manual**.

Alarm Settings Summary

The Alarm Settings Summary is an extremely useful tool that allows you to verify alarms and warnings are enabled and helps ensure all areas of the site are protected before personnel leave for the day.

Creating reports

A This button displays the *Reports* window.

B This button displays the available OMNI Select reports and charts.

C This is where you select the report or chart to create.

D This is where you select the systems for the report. You can select specific systems for all reports.

E This is where you select the date range.

F This button creates and displays the report.

To create Alert Message Logs

1. In the main window, click **Reports**, and then **Site**.
2. Below *Reports*, select the *Alert message log*.
3. Below *Systems*, select the information you want in the report.
4. Below *Dates*, select the start and end dates. For more information, read **Selecting dates** on page 22.

5. Click **Create report**.
   OMNI Select displays your report in the *Report Preview* window. From here, you can print or save your report by clicking the appropriate button.

> ◇ In Windows Vista and Windows 7, the default reports directory is `C:\Users\<username>\Documents\Phason\OmniSelect\Reports`. <username> is the name you use to log on to your computer.
>
> ◇ In Windows XP, it is `C:\Documents and Settings\<username>\My Documents\Phason\OmniSelect\Reports`.
>
> ◇ Reports print to the default printer using the default settings.

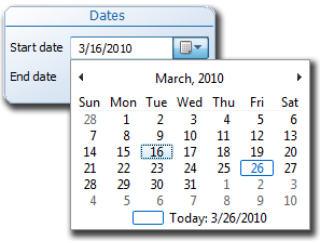
6. Click **Close** to return to the *Reports* window.

Selecting dates

Most OMNI Select reports and charts require a date range.

To select date ranges

1. Beside *Start date*, click ▼.
   The date selector displays.
2. Select a start date:
   - To move backward or forward through the months, click ◀ or ▶.
   - To select a specific month, click the month on the calendar and then select the month you want.
   - To move forward and backward through the years, double-click the year on the calendar and then select the year you want.



3. Repeat steps 1 and 2 for the end date.

Appendix: Troubleshooting

Troubleshooting

- If you are having problems using Select Alert, look up the problem in the table below and then follow the instructions to resolve the problem.
- If you have a problem that is not listed here, read the *Troubleshooting* section in the **OMNI Select user manual**.
- If you cannot resolve the problem, call your dealer or Phason's Customer Support (see **Service and technical support** at the front of the manual).

Problem	Possible cause	Possible resolution
Communication alarm message not sent out for a device	*Enable communication alarms* option is not selected	◇ Select the *Enable communication alarms* option in the device's settings window. For more information, refer to the user manual for the specific device.
Message not sent for any red (alarm) message in the Communication Center	Contacts not enabled or active during the time of the alarm	◇ Make sure one or more contacts are available at all times. For more information, read **Adding, editing, and removing contacts** on page 14.
	Incorrect address or text number	◇ Make sure the address and/or text number is correct for all enabled and active contacts. For more information, read **Adding, editing, and removing contacts** on page 14.
	E-mail configuration incorrect	◇ Make sure the e-mail client is configured correctly. For more information, read **Configuring the Select Alert e-mail client** on page 11.
	Incorrect COM port selected for GSM modem	◇ Make sure the correct COM port is selected, and then send a test message. For more information, read **Configuring a GSM modem** on page 13
	Faulty or missing GSM modem	◇ Make sure the GSM modem is connected and installed properly. For more information, read the **GSM modem installation guide**.
Alarm message not sent to specific contact	Contact not enabled or active during the time of the alarm	◇ Make sure one or more contacts are available at all times. For more information, read **Adding, editing, and removing contacts** on page 14.
	Incorrect address or text number	◇ Make sure the address and/or text number is correct for all enabled and active contacts. For more information, read **Adding, editing, and removing contacts** on page 14.
Message not sent for any yellow (warning) message in the Communication Center	Select Alert does not send messages for warnings	◇ If you want a message sent out, change the warning to an alarm in the device's settings window. For more information, refer to the user manual for the specific device.

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