

Jacarta



Alert Centre Test Guide

Version 2.1 (2017)

To assist the continued smooth running of your Alert Centre system, we have produced the below guide for your review and reference.

When you first setup your Jacarta Environmental Monitoring device to be used with the Jacarta Alert Centre you would have tested the service, but have you since then?

There are 6 items that contribute to the smooth running of the Jacarta Alert Centre and they are;

1. Device ID.

This is the 7-digit number that was sent to you with your temporary login details. You can also get this number from your Alert Centre online account by selecting the location and device you are configuring. The device details will give you the 7-digit unique number.

The interSeptor and interSeptor Pro require this number to be set as the *System Location*.

The SP2, SP8, SP8x20 and SP8x60 require this number to be set as the *System Name*.

2. Sender's Email address.

The interSeptor and interSeptor Pro require this to be interS@domain.name

The SP2, SP8, SP8x20 and SP8x60 require this to be sp@domain.name

You can add more to this name if you need to by adding _*<text>* to the name, so for example inters_temppmon@domain.name or sp_environment@domain.name.

3. Sensor Name.

Section 4.3 of the User Information Pack (copied below) gives you a list of sensor names to be used depending on which sensor is in use.

Please follow this list for the beginning of the sensor name as anything else will not be recognised by the Alert Centre and will not create an activation. The names in the list are *case sensitive* and only required to be the start of the name, so for example a Temperature Sensor needs to be named Temp and it could be Temp Cab5, Temp RoomA, Temp 5th Fl, etc.

interSeptor, interSeptor Pro

SP2, SP8, SP8x20, SP8x60

Temp
Humidity
SMOKE
WATER
SECURITY
VOLTAGE
UPS
GENERATOR
UNIVERSAL

Temp
Humidity
Smoke
Water
Security
Voltage
Dry contact
Airflow

4. Mail Type (interSeptor and interSeptor Pro only)

The Mail Type must **not** be *Daily Status* or *Event/Status* as these both add attachments to the mail sent.

The Alert Centre will **not** accept emails with attachments.

5. SMTP Mail Relay.

Each Jakarta device uses SMTP Relay to request that your mail server sends on the email to the provided address (jakarta@intamail02.intamac.com).

To confirm you can send mail outside your network using SMTP Relay, send a test mail to a hotmail or gmail (or similar) address and check if it is received. If it is not then please consult your mail administrator.

If your mail server adds a disclaimer to the email please ensure it does not convert the mails to HTML as this can stop the activation procedure.

There are a number of things that could affect this process, including (but not limited to) the following.

On the general network;

- IP address range
- DNS server addresses
- Domain name

On the mail server;

- Upgrade to a different/newer server
- Changing server
- Any general settings (like converting all emails to HTML)
- Adding Disclaimer software
- Relay permissions

If any of the above happens or any similar change to the Jakarta device, your network or the mail server then please confirm that the Jakarta Alert Centre service is still helping to protect your environment by re-testing.

6. Contact Details.

Once the above 5 points are complete log into your Alert Centre account, select a location from the Location menu to then be shown the Contacts menu (this menu only appears once a location is selected as it is specific to the location). For each contact you can add any combination of the following methods of contact;

1. Land line – This is the voice message and can now be a mobile number, split the number up using the first 5 digits as the STD code and the following 6 digits as the number.
2. Text/SMS – This is the text message and needs to be a mobile number.

3. Email – This is the text message as an email.

A full test is to activate an alarm on one of your sensors; for example, change the threshold of a temperature sensor to make its current reading a warning or critical alarm.

If you need any help whatsoever please do not hesitate to contact us at support@jacarta.com.

Jacarta Ltd

Wagon Yard, London Road
Marlborough, Wiltshire SN8 1LH
United Kingdom
Tel: +44(0)1672 511125
E-mail: support@jacarta.com