



mercury

NOTIFICATIONS



USER MANUAL

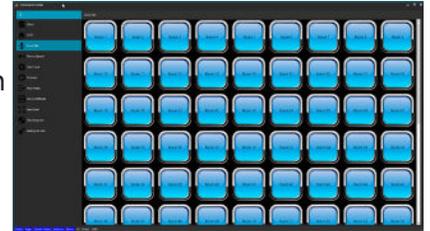
Command Center

Overview:

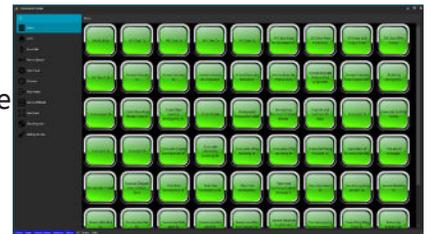
Command Center is a windows based application that centralizes all the control of a Mercury n.FORM or Mercur system. It contains various modules that perform monitoring and control of those systems. The modules are organized in the Command Center framework to facilitate a "Single Piece of Glass" view of the entire eco system. Each module is individually licensable to allow your system to grow over time as new modules are developed by Mercury. A centralized logging system is also include that logs the actions of each module. There is also a common Settings module contains the vast majority of settings for all modules, allowing for a common User Interface Experience. Lastly the UI can be skinned in various Themes allowing for user preference of visualization.

Modules:

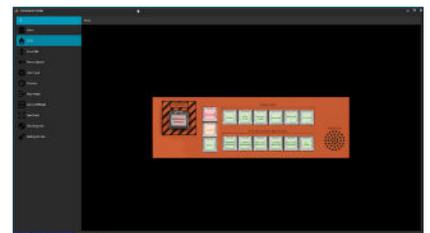
PYLON: This module provides a way to trigger prerecorded messages in both n.FORM and Mercur systems. Messages are organized in a pallet of large buttons that can be configured by the user to have as many prerecorded messages(PRM) as needed. Pressing the button will activate the appropriate message and flash to show that the message is playing and stop flashing when the message is either done or canceled.



Zone Talk: This module allows the user to override the next all call page to be directed to a particular paging zone. This is typically used for microphone paging such as when communicated with TalkBack devices. The required zone button is pressed, and then the page is manually made, by the microphone, and the system will automatically reroute the page to that zone. If Talkback devices are also present in the system, any device actuation such as PTT or Panic will illuminate that zones button, to facilitate the user to address that particular zone quickly.



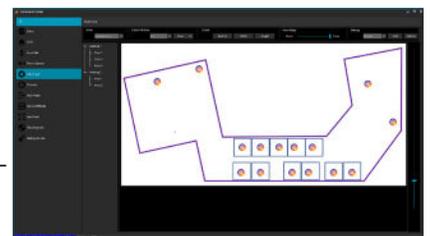
VLOC: The VLOC module acts as a Virtual Operations panel for the n.FORM Headend. It allows you to trigger the PRM's and Zone overrides of the headend, just as if you were in front of the headend. For UL2572 projects you can also override the FACP direction from the VLOC application.



Text to Speech: This module will allow you to enter a textual message and covert it to audio that is played through the n.Form Headend.



Field Track: Field Track works in conjunction with n.FORM Talkback units, to facilitate tracking motion and ambient sounds through a facility. The module retrieves both Motion and ambient sound status and history from the Talkback devices and renders it on a map of the facility. This could allow for near real-time tracking of someone's motion through the space, as well as visualizing the location of loud ambient sounds.



Chronos: Chronos provides the user with the ability to schedule PRM announcements based on time of day, and duration of an event. This functionality is typically used in Schools for class bell scheduling and can also be used for shift change and break period tones/announcements.



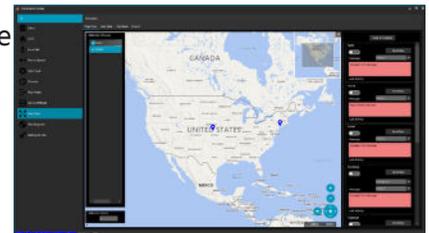
Way Finder: Way Finder is a digital signage solution that provides guidance to people during emergency or routine events. Each button shown represents a part of a scenario. The combinations of buttons form a specific scenario that presents a specific set of digital content being sent to up to 10 digital signs, and 10 indicator lights. A typical application could be dynamic stairway instructional signs driven by buttons that represent the state of each stairway, such as open or blocked.



Field n.STREAM: This module works in tandem with the Mercure system's PI device, to provide audio inputs and outputs to a Mercure system, from the MNUC headend. EQ and volume control are provided for both paging and music sources. In addition, spectral visualization widgets indicate the actual audio being sent to both sources. The output the PI is then sent to either Mercure MOP devices or directly to 3rd party systems as line level audio along with a page enable dry contact output.



Field Alert: Field Alert is a complete DRMNS mass notification system. It contains various messaging channels that can be used to send alerts to people in multiple ways. These channels include SMS messaging, Voice Calling, Email notifications, Desktop alerts, Digital Signage Visualization, Tweeting, and even Microsoft Teams channel alerts. In addition you can automatically send out a conference call request to up to 100 people and have the system call each person and place them in a conference bridge, without the end user having to do anything other than picking up the call. All of these messaging channels are independently selectable, and triggered manually by the Command Center user. The target end users are selected in a map view, based on group memberships. User data can be imported by csv or via Active directory. To facilitate user feedback, there is the TextBack functionality that logs all outgoing SMS alerts, and any responses from users. Each response can be selected to allow the operator to send a message directly to that recipient.



Installation:

Command center has 4 main components from an installation perspective.

Main Application: The primary engine runs as a windows desktop application, facilitating all the user interaction to trigger and monitor the system.

Windows Services: To facilitate the Field Alert Module there are 10 windows services that run in the background to manage all of the SMS, Voice and Conference calling channels.

Settings Files: Virtually all settings are maintained in XML files in the ProgramData folders.

License Files: Each module can be separately licensed. These Licenses are provided by Mercury and are entered into the UI in the license manager.

The application should be installed on a machine that is available 24/7 to facilitate triggering of the Mass Notification system at any time. While it could be deployed as a VM and accessed via Remote Desktop(RDP), it is typically installed on a dedicated Desktop PC, with suitable Display, Keyboard and Mouse. Command Center should be installed and operated with admin privileges and full read write access to the folders where numerous logs, settings are stored. Any firewall installed on the machine must allow incoming UDP traffic on several different ports. Command Center must also be able to reach the n.Form Headend Ethernet Interface without any related port blocking along the network path. If utilizing a VM, the UI will be accessed via Remote Desktop from any machine permitted to access the VM.

PC/VM requirements of machine running Command Center:

- Windows 10 Virtual Machine Recommended
- i7 Processor with a minimum CPU Benchmark of 2100. 6000-10000 Recommended for graphics intensive usage
- 16 Gig Ram

Display Requirements:

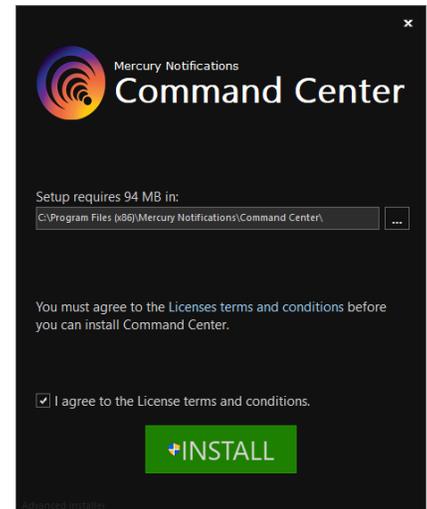
- 1080P resolution Monitor for dedicated PC, or PC running Remote Desktop
- 4K Display highly recommended

PC Security Requirements

- Windows Firewall open ports for UDP, inbound traffic, on ports 60000-60005
- Read/Write Access Rights for the entire "ProgramData/MercuryNotifications" folder
- Access to the Internet for various cloud Services, such as Twilio, Twitter, PubNub etc
- If Digital signage folder trigger is in use, Command Center will need read/write access to the shared folder

IP Requirements

- One Static IP for the PC, by either Static DHCP Reservation or Manual setting
- PC should be able to reach the Ethernet port of the Headend with no port blocking on the PC



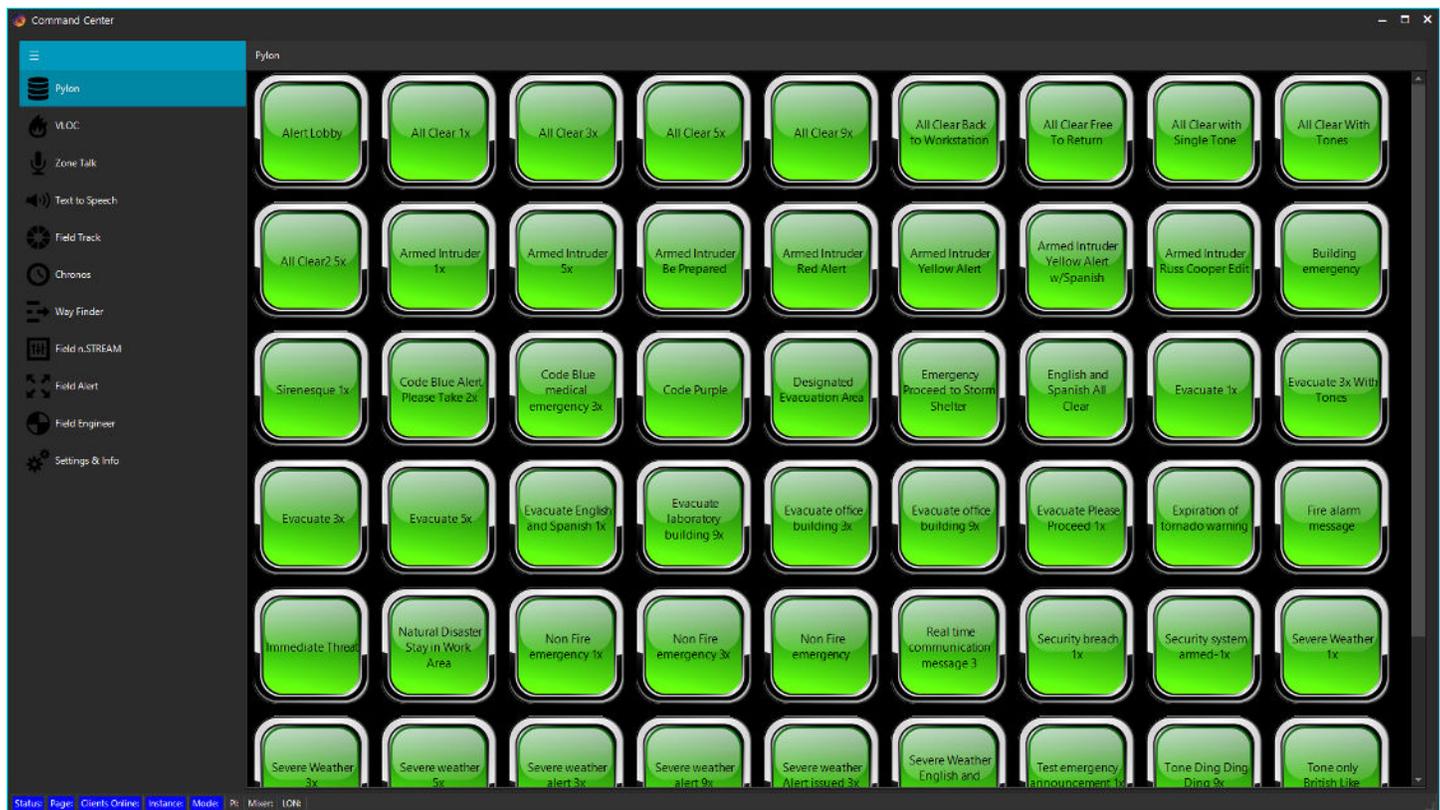
or along the network path, as per the ports above

- If Email alerting is utilized, an SMTP email server is needed and must be reachable from the PC

Miscellaneous Requirements:

- .Net Framework 4.8.1 runtime must be present for application to run. The installer includes the runtime, but must be selected for install

Module Details:



PYLON:

Each button on the screen represents a Prerecorded Message (PRM) that is a wav file. If Command Center is controlling an n.FORM headend, those wav files live on the headend itself. If Command Center is controlling a Mercure PI then those wav files live in the PC/NUC that is running command center. In the case of the ladder, the wav files are stored in the following folder:

C:\ProgramData\MercuryNotifications\Command Center\AudioFiles

The buttons shown on the page are from a csv file called "files.csv" located in the following folder:

C:\ProgramData\MercuryNotifications\Command Center

The structure of that csv file is specific. The first element is the "ID" of the PRM. The ID is really the file name, without the .wav. It must be capitalized such as "ID002". The next element is the text that will be on the button shown.

Here is an example of the first 3 lines:

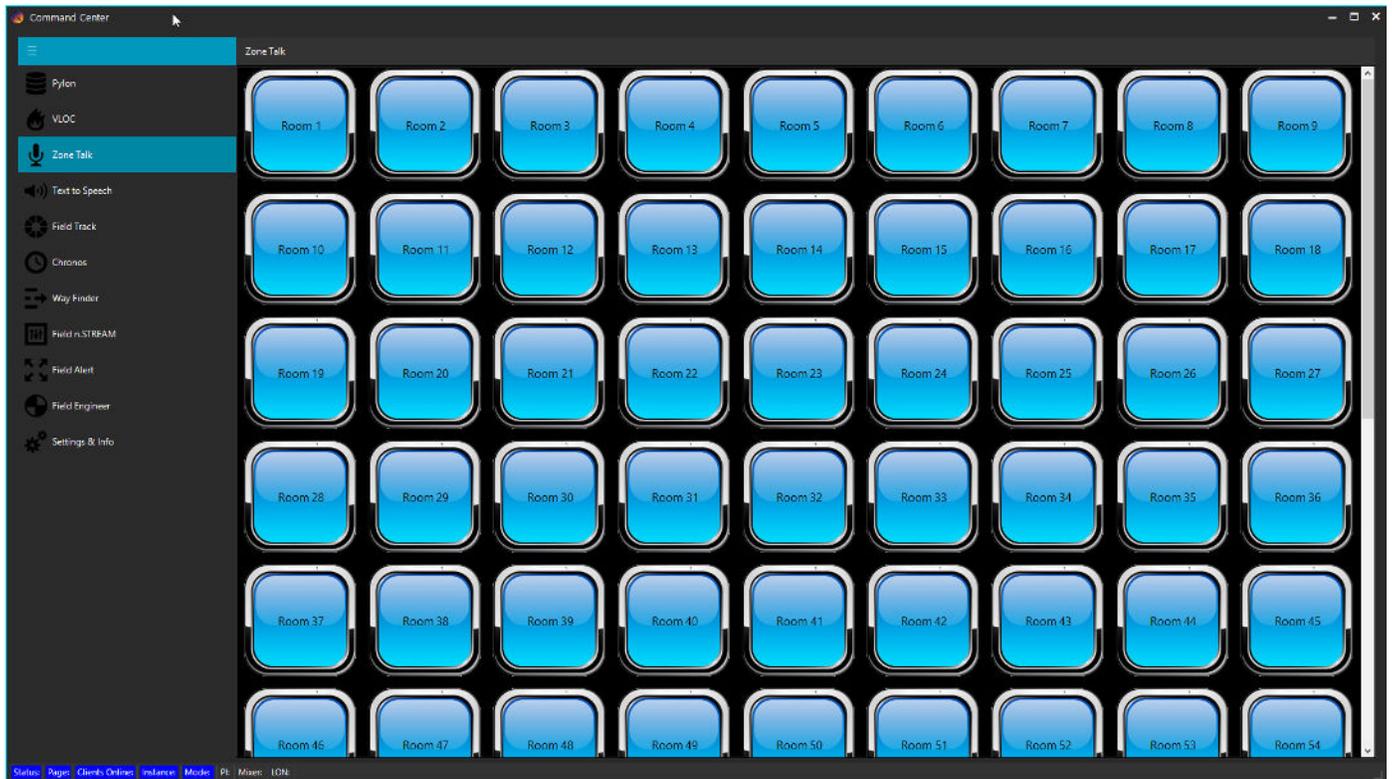
ID001,Alert Lobby

ID002,All Clear 1x

ID003,All Clear 3x

It is imperative that no special characters be used, and no blank lines exist in the file. It is suggested that you use a pure text tool, such as NotePad to edit the file.

When a button is pressed it will trigger that particular PRM and the button will flash yellow until the message is finished. If you click the button again while it is flashing it will stop the message and make it green again. If you click another PRM button, while a message is playing, it will stop the first message and play the new message.



Zone Talk:

Similar in operation to PYLON, each button in Zone Talk represents a zone override for any All Call source device such as a microphone. The zone numbers and Zone Names come from a csv file called "rooms.csv" located here:

C:\ProgramData\MercuryNotifications\Command Center

Just like PYLON the structure of the csv contains two elements that look like this:

Room 1,1

Room 2,2

Room 3,3

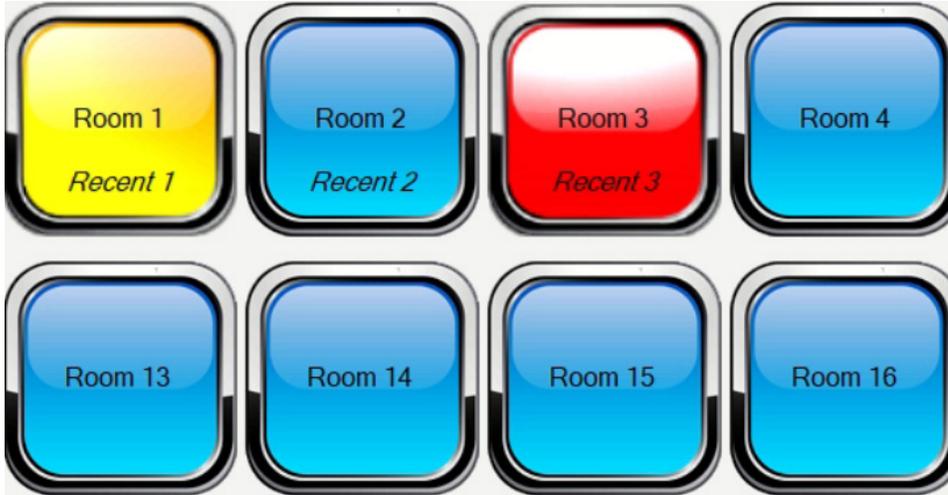
Room 4,4

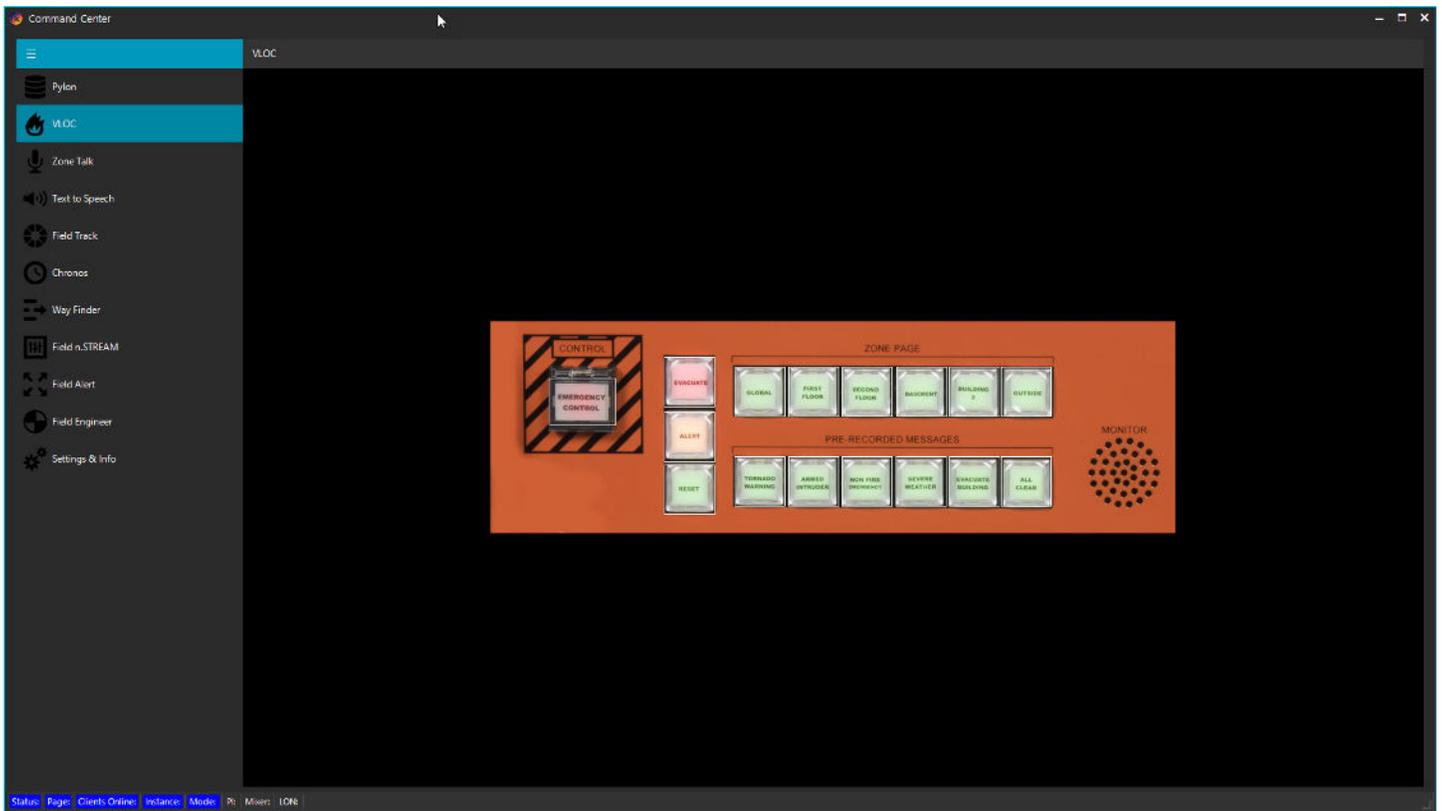
The first element is the name of the zone that will be shown on the button. The second element is the actual zone number that will be paged. This is the same as the System Manager zone with one or more speaker channels.

When a button is pressed it will tell the system that the next Page will be directed to that zone, instead of being an All Call Page. The button will flash yellow until the page is activated, or 30 seconds runs out with no Page, at which point it will go back to being Blue. If you click the button again while it is flashing it will turn off the zone override and go back to being Blue. If you click another Zone button, while a zone button is flashing, it will disable the first zone override and activate a new zone override.

When talk backs are used in the system, Zone Talk will also display feedback from the TalkBacks. If a user hits the PTT push to talk button on the Talkback device, the associated zone that the TalkBack lives in, will light up yellow in Zonetalk. It will stay yellow until the Command Center Operator selects it, at which point it becomes a zone override for the next page, facilitating a direct conversation with the zone that actuated the talkback. Similarly, when a Panic button is pressed on the TalkBack, the Zone Talk button associated with that zone will light up red and also trigger an audible alarm at the Command Center UI. At that point the operator will press the button to start the zone override process to that location.

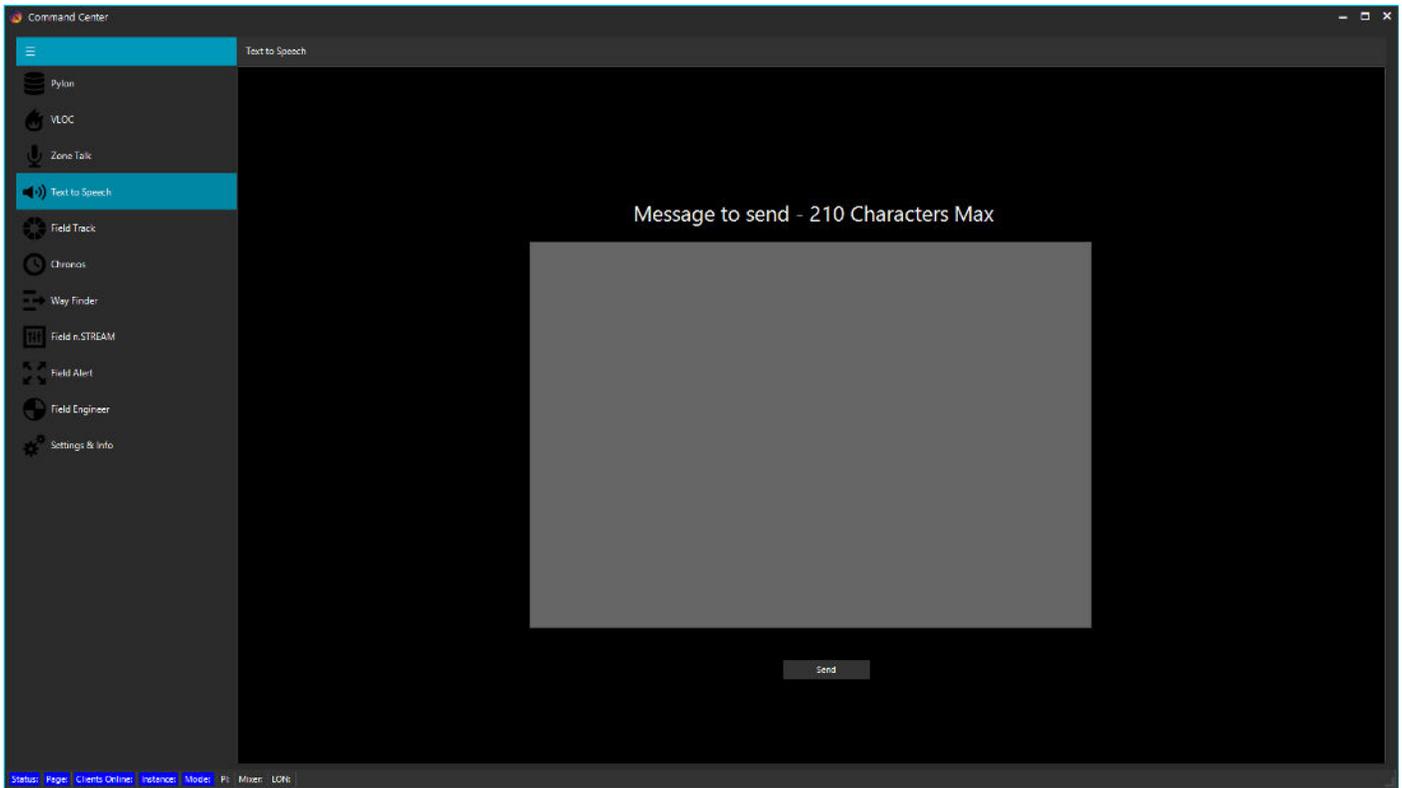
Since the operator may get several Talkback actuations in sequence during emergency events, each button has a "Recent" sequence number so the operator knows the sequence of how calls came in, so as to prioritize outbound calls.





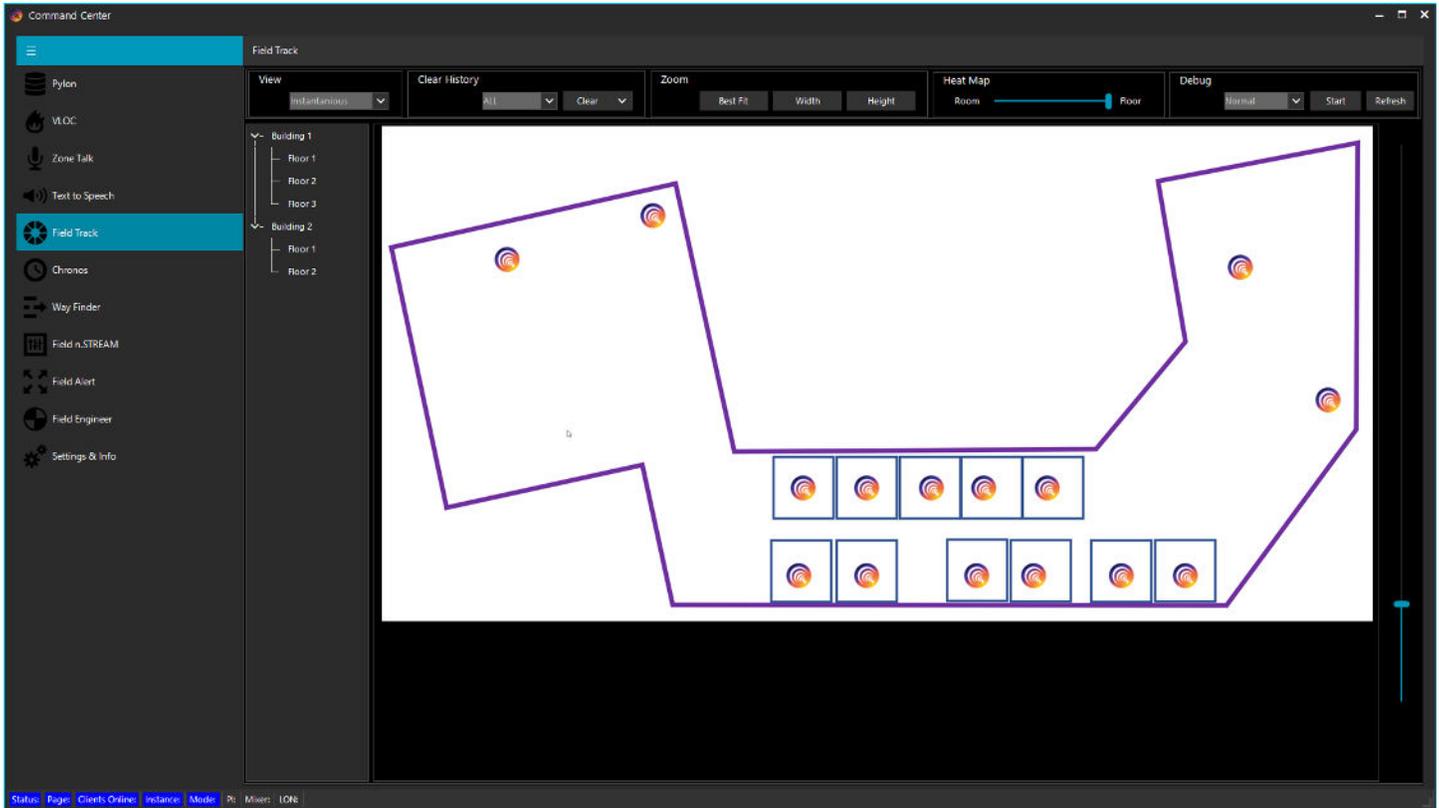
VLOC:

Each button on the VLOC screen represents a virtual connection to that same button on a n.FORM headend. So the configuration of each button is really handled in the headend, and not Command Center. Simply click any button on the screen and it will trigger the current usage of that button on the headend. This includes PRM activation, Zone override and FACP emergency override.



Text to Speech:

This module will take up to 210 characters and convert them to speech audio and play that message through the n.FORM headend. Just enter, or paste, the text in and hit "Send".



Field Track:

Field Track retrieves both live and historic information from Talk Back units to give a visual representation of both motion and sound levels. The information is painted on a layout of the facility, in the form of a heat map, showing relative sound levels or motion status.

The Floor plans and relative X/Y locations of Talkbacks are stored in the following folder:

C:\ProgramData\MercuryNotifications\Command Center\FieldTrack

There can be one or more floor plan images present. Each floor plan must have been previously edited to show the location of each talkback on that drawing. This can be done using any visual style the customer wants, but is typically done by inserting an icon of some type at the Talkback location on the drawing. When that icon image is placed on the png image, you also need to make note of the relative X/Y location of that icon, in the pdf space. This information is then stored in a CSV file that has the following example format:

10,20

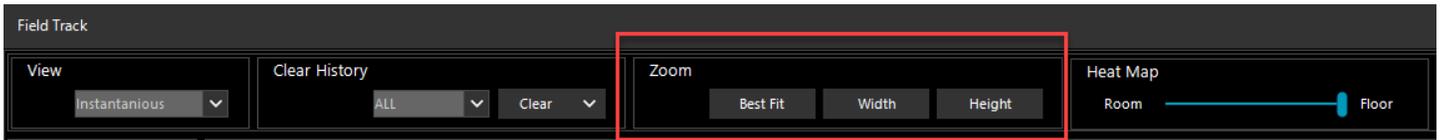
15,30

200,150

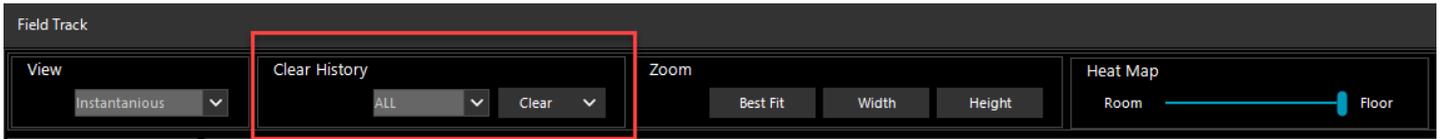
The first element is the X location and the Second is the Y location, of the Talkback icon on the pdf. The first line is related to Talkback 1, second line is Talkback 2, etc.

The Plan view png is stored in the same folder as above, with the name "PlanLayout.png".

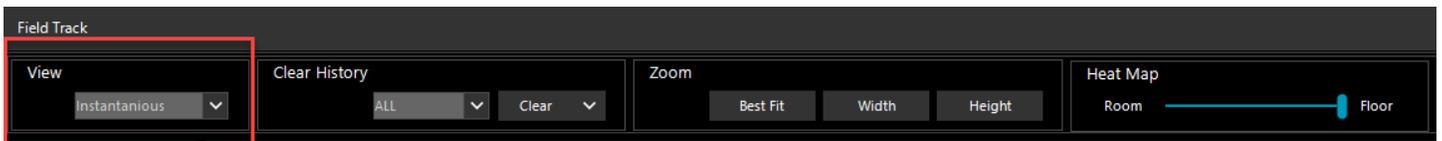
***Care should be taken to keep the png files as lightweight as possible and limit the resolution to just what is needed to see the elements clearly enough. Overly large png files will reduce the performance of Command center.



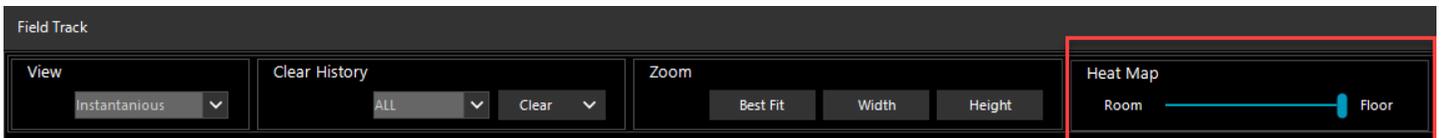
The Zoom options allow you to zoom the floor plan to the Best Fit, for the given aspect ratio, Zoom to the width, regardless of the Height, or zoom to the Height regardless of the width. There is also a Zoom slider on the right side that zooms the plan in and out.



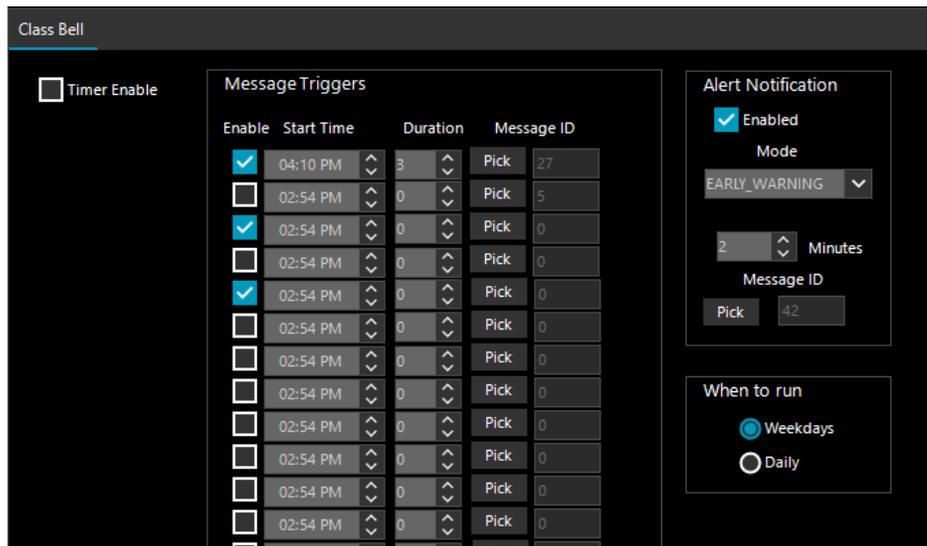
The Clear History section allow you to clear each Talk Backs history. The history is stored on the device itself. History could be Motion or Audio level values.



The View selection facilitates paint heat maps of live or historic Motion or Audio events. The heat map for each Talkback is centered on each of the TalkBack icons on the pdf.



The size of the Heat Map region is controlled by the Heat Map slider. This allows you to see Heat Map density at a low, room level or scaled up to a whole floor.



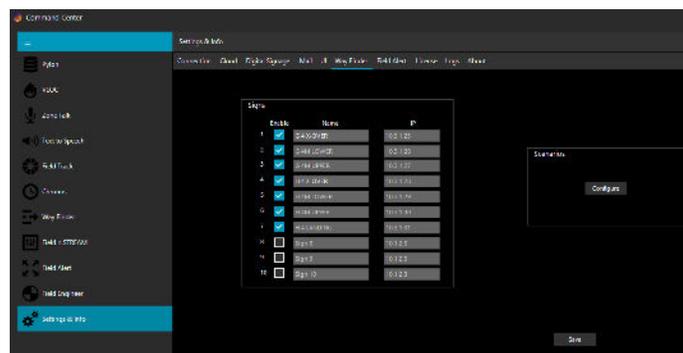
There is also an option to run the schedule everyday or only on weekdays. Enables are provided to control the overall scheduling as well as individual schedule events, and alert notifications.



Way Finder:

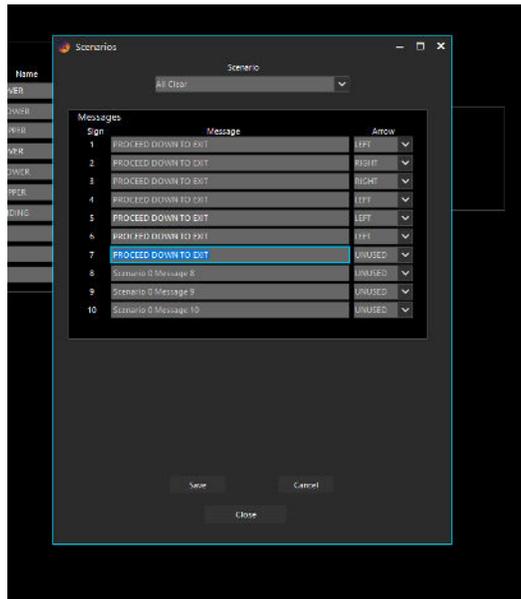
Way Finder allows the operator to select different Scenarios of trouble conditions with exit status, which will send various predefined messages to digital signage players, such as BrightSign. There can be up to 16 different scenarios, each made up on 1 to 4 buttons. Each button effectively defines an exit corridor. If the exit is blocked the operator clicks that button. Based on the conditions of all 4 buttons, a scenario is calculated and the predefined messages for that scenario are sent to the relevant signs. Each scenario can send different messages to each of 10 signs. There is also an Alert button which can act as a 17th scenario when all exits are clear, but you want people to leave the building. Activation of that button will put up a special evacuation message. Also, when any button is pressed indicating a blockage, the Alert button is also activated, since you would want everyone to evacuate, in addition to giving more specific information per exit.

The settings for Way Finder are found in the Settings module, as seen below.



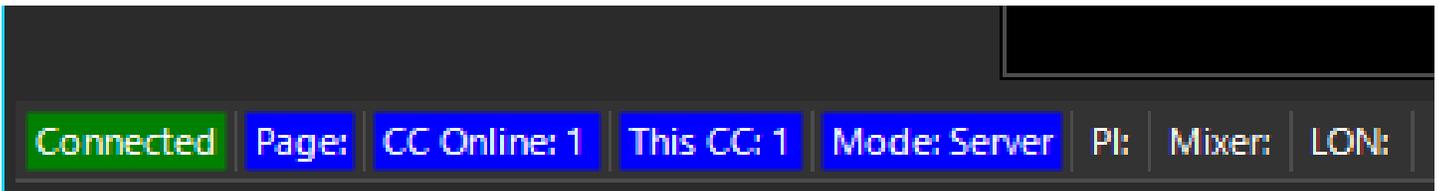
IP addresses for up to 10 signs are entered in the Signs area. You can enable or disable any signs. Take note of the sign numbers as they relate to the sign locations as that will be needed in the next step.

Clicking the Configure button in the Scenarios area brings up the selections below.



You would first select the scenario you are looking to program. There are 16 scenarios, representing the 16 combinations of exit statuses. As an example, the first scenario, 0, is the All Clear status, when all buttons are green. In this scenario you list all the messages that you want to send to each and every sign. You can also select the orientation of a graphic arrow on the digital sign, to work with the associated text. You would continue to fill out all the messages for each scenario, for each sign.

Way Finder also allows for other copies of Command Center to be informed of status of all signs and to allow any Command Center to actuate signage. This is done through UDP messaging between PC's. All copies of Way Finder communicate with the n.Form headend, and the headend will select one Command Center as the "Server", while the rest will be "Clients". The state of each Command Center instance can be seen on the lower status bar as seen below.



The main difference between Server and clients is that the server is responsible for sending refreshed status information to all signs and lights, and to keep track of when Command Center has lost communication with a sign or light.

The lower display of the Way Finder window shows the current text and arrow style that has been sent to the signs. If there is a communication issue to any sign, the sign will show "Offline", as shown below. In addition, if communication to the light has failed, you will see a "Update Light Failed" message above the status window as shown below.

Each Button also represents the state of each Light. The lights are driven by an n.FORM IO expander. One relay is for green, while the other is for red. So the state of the button, red or green, is indicative of the lights color as well. IN the case of a communication issue to one or more of the light, the button associate with the light that has failed, will show as yellow, indicating a fault state.

Stair
G
NORTHWEST
CLEAR

Stair
J
NORTHEAST
CLEAR

Stair
H
SOUTHEAST
CLEAR

Stair
K
SOUTHWEST
CLEAR

Alerts OFF

Update of Light 1 Failed

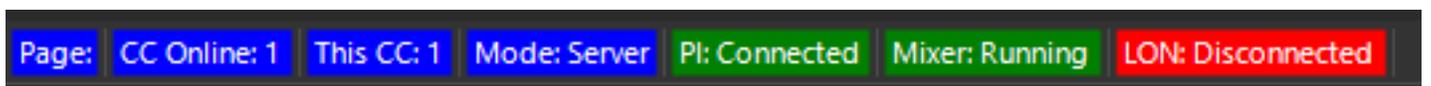
Site	Arrow	Messages	Status
G 4 X-OVER	LEFT	PROCEED DOWN TO EXIT	Offline
G 4M LOWER	RIGHT	PROCEED DOWN TO EXIT	Offline
G 4M UPPER	RIGHT	PROCEED DOWN TO EXIT	Offline
H 4 X-OVER	LEFT	PROCEED DOWN TO EXIT	Offline
H 4M LOWER	LEFT	PROCEED DOWN TO EXIT	Offline
H 4M UPPER	LEFT	PROCEED DOWN TO EXIT	Offline
H 4 LANDING	UNUSED	PROCEED DOWN TO EXIT	Offline



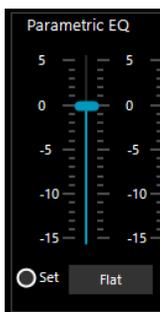
Field n.STREAM:

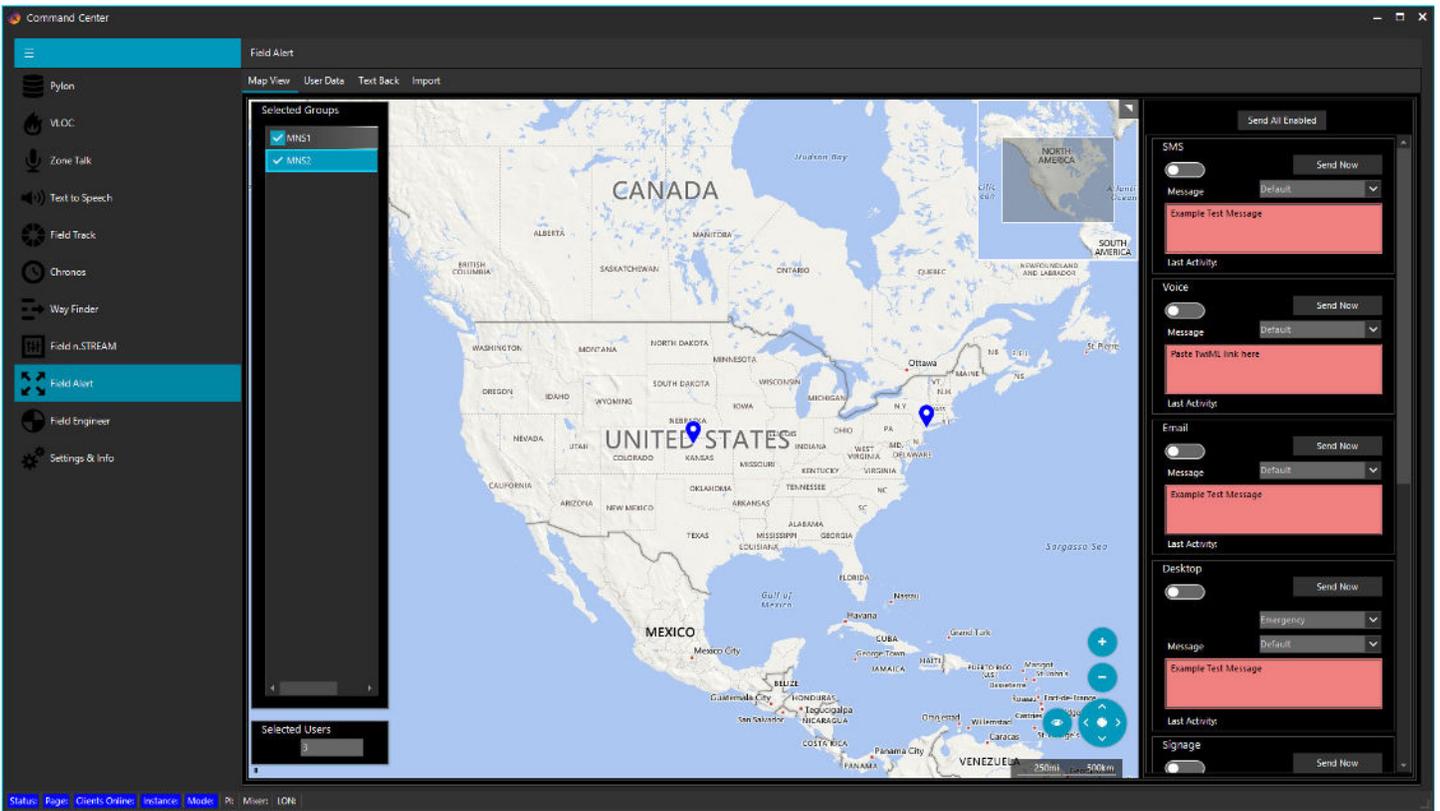
This module works in tandem with the Mercure PI device. The PI creates analog audio from various sources and either sends them to Mercure MOP devices or to third party systems via a line level output connector. So, the PI is the hardware audio portion of Field n.STREAM.

When command Center powers up it looks for a connected PI device. If one is found it will show the USB device information in the Devices section. Once a PI is found it will start up the internal mixer and dsp modules. The status of both the mixer and the PI are visual in the lower status bar.



Field n.STREAM allows you to EQ and volume control the paging and music sources. There are also EQ presets that can be set. Simply adjust the EQ bands to where you want them and then select the "Set" radio button, and then click one of the preset buttons. You will then be asked for a name for the preset. At that point the preset is stored and recalled when Command center is started up. Clicking the preset will force all the EQ bands back to the saved positions. Volume control and mute settings allow you to control the signal level on both paging and music sources.

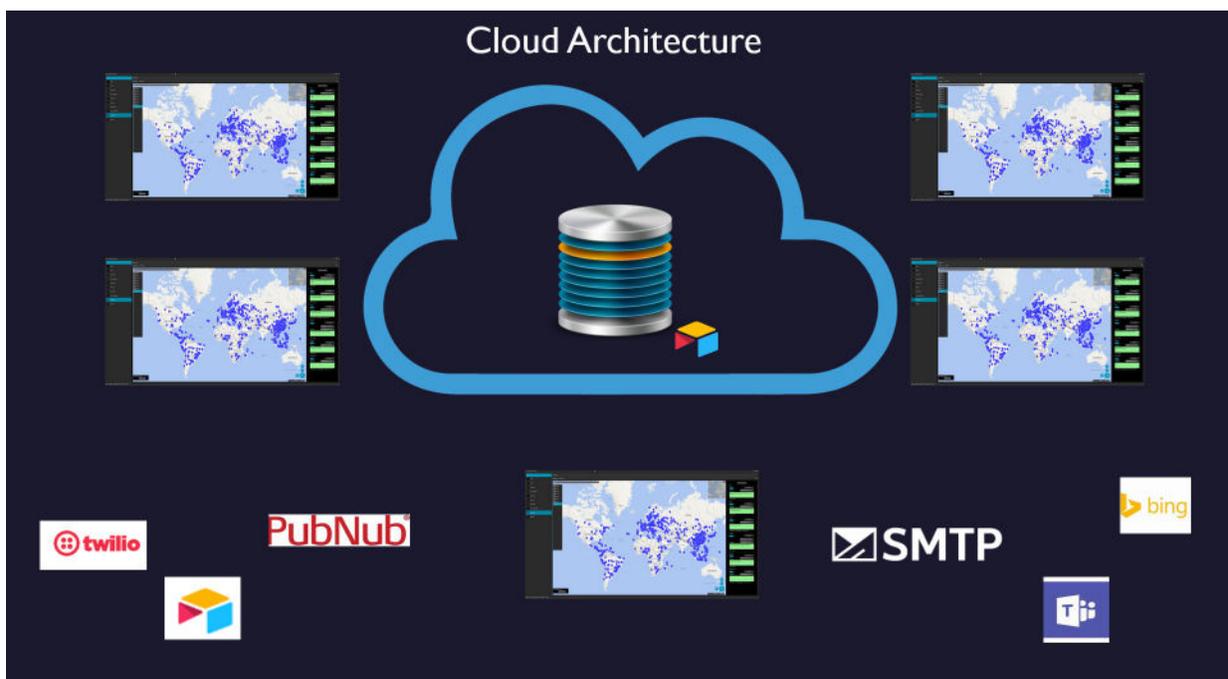




Field Alert:

Field Alert offers a manual notification solution that allows the operator to send instantaneous alerts through a myriad of alert channels, simultaneously. These channels include SMS messaging, Voice Calling, with Conference calling ability, Email notifications, Desktop alerts, Digital Signage Visualization, Tweeting, and even Microsoft Teams channel alerts. The solution uses a hybrid approach of built in notification engines as well as cloud based services. Setup of the cloud services is covered later in this manual.

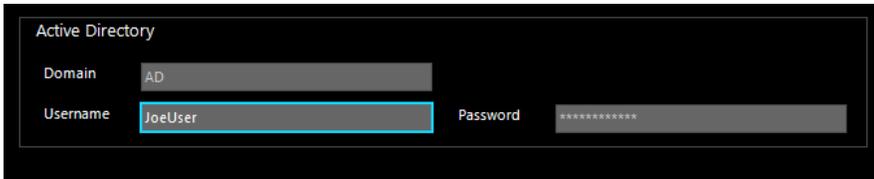
The central component of Field Alert is the database of users. Field Alert leverages a cloud based data-base service called Air Table. The user information is stored there and accessed by any number of Command Center instances.



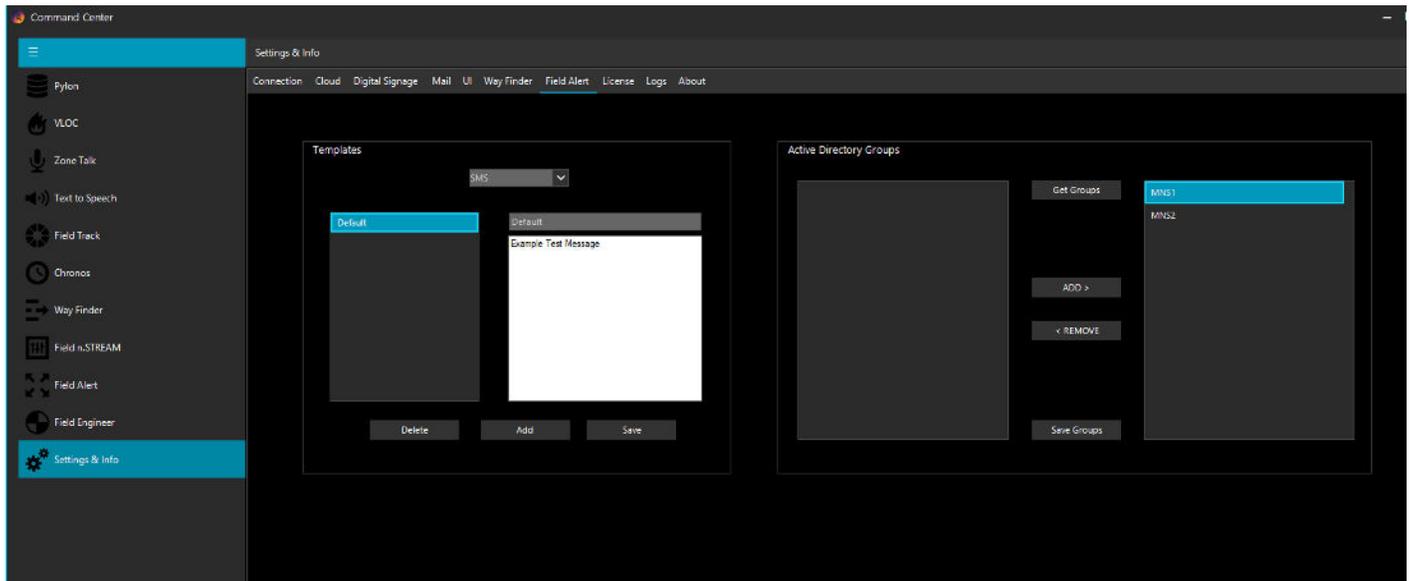
In working with dynamic user data that changes as users come and go from an organization, data hygiene is very important, and can be complex. User data can be imported in two ways. You can directly import data via csv or use Active Directory(AD). The AD connector pulls back users based on groups that you select ahead of time. Here its expected that the most up to date user information is managed in AD. No editing of data needs to be done in Field Alert. Just import it and you are ready to go. With CSV import you are getting the user data from some other source, which could even be a spreadsheet of up to date information. Again, the data is expected to be pulled in as complete up to data information. You wont be editing it in Field Alert. However, a button available to edit the data in Air Table. Next we will cover the two data import options in detail.

Active Directory Import:

We start by setting the Active Directory Credentials in the Settings module, under Cloud. You will get this from your IT administrator.

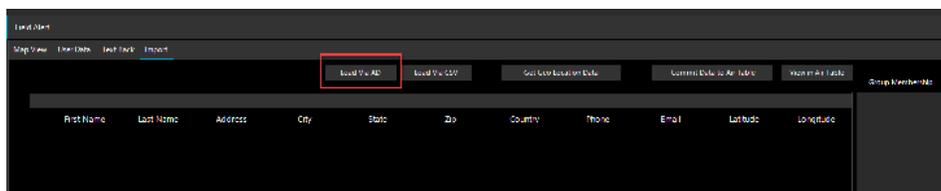


Next you go to the Field Alert section of the settings module.

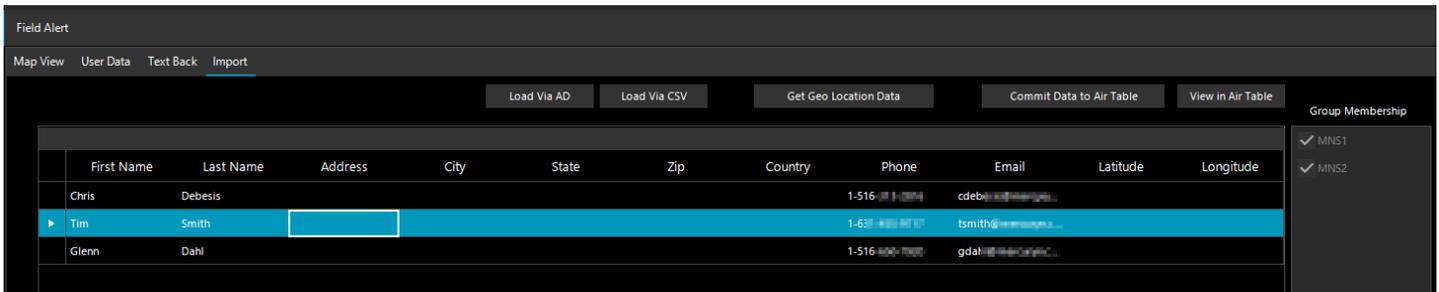


Here you will click the "Get Groups" button to pull in a list of all the Security groups in Active Directory. You will only need the groups that contain the users you are planning on messaging. For instance you may have groups such as "NY Office", "First Floor" etc. These groups will be used later on in selecting users for messaging, so the names should be meaningful to you. The understanding here is that you have already worked with HR/IT to have AD groups setup with the appropriate users. You simply select the groups you care about in the list on the left and then click the "ADD>" button to add them to the right side. These are now your selected groups and this selection is saved, after you press "Save Groups", for future AD imports. In the below example, we show two AD Groups that we care about, MNS1 and MNS2.

Now that we have the groups selected we can move to the actual import. Navigate to the "Import" Tab of the Field Alert module.



Here there is a button called "Load Via AD". Clicking this will connect to AD with your credentials, load just the users that belong to the Groups you have selected, and then it will populate the grid below with those users. Keep in mind this grid is just a temporary view of the import. Its not saved yet. Some basic analysis of the data is done to be sure the phone numbers and email addresses look correct. If they aren't, the row will be highlighted red. On the right hand side of the grid you will see a "Group Membership" section that shows all the groups that each person belongs to.



Next you can click the "Get Geo Location" to calculate the actual Latitude and Longitude of the address that was imported. Alternatively you could have put that information in AD ahead of time. After the data looks clean and complete, you can hit "Commit Data to Air Table". This will clear the existing cloud database and upload your new information. This process can take several minutes. During this time you cannot do any alerts, so you should do this at the appropriate time. After the data is done uploading you can click the "View in Air Table" button to open a browser view of the cloud database. This is the actual stored data that will be used for alerting.

Once the data is in the cloud you can edit it there as needed. Or you can have HR/IT update the data directly in AD and do another import/upload when needed.

The AD fields that are imported are shown below. Work with your IT team to make sure these fields are filled out for your users.

Parameter	AD Property
User Name	cn
Voice Number	ipPhone
Mobile Number	mobile
Email	mail
User Guid	ms-DS-ConsistencyGuid
Address	streetAddress
Zip	postalCode
State	st
Country	c

CSV Import:

A similar process to above is followed for importing a CSV file. Here you will hit the "Load Via CSV file, instead of AD. The structure of the csv file is shown below. It must be exact. Follow the same steps above to clean the data and upload it to Air Table and view it there.

User Selection:

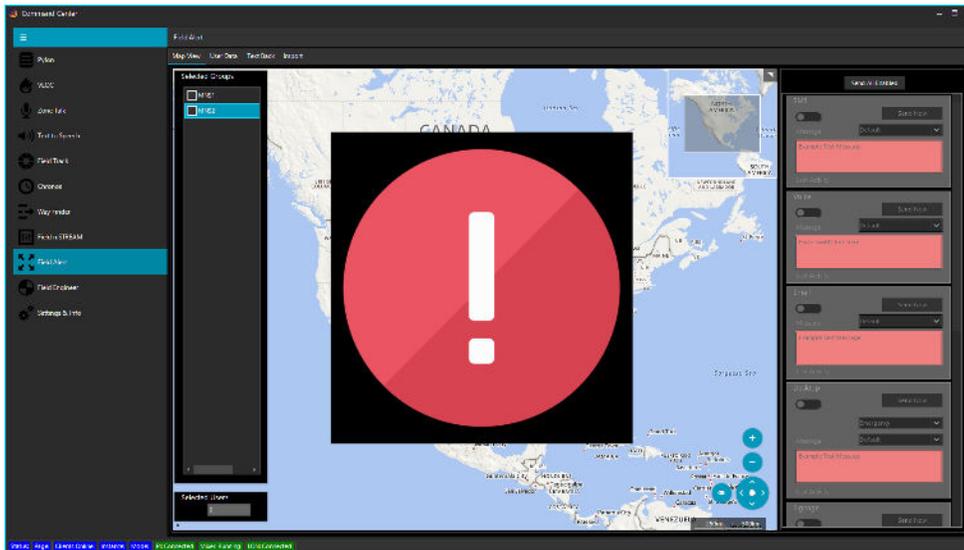
Before any alerts can be sent you must select the users that will receive the alerts. This is done graphically on a map. To the left of the map is a collection of all the groups from the cloud database. You can select one or more groups. Once you select the groups the users locations are shown on the map, and the total number of selected users is shown in the bottom left.

If you want to see a list of the users you can go to the "User Data" tab. Here you have the option of looking at All Users or just the users you have selected. There is also a refresh button to pull in the latest data from the cloud, in case another operator has done changes to the database. On the right hand side you will again see which groups each user belongs to.

Alert Setup:

Now you get setup the actual messaging that you want for each message type. Each section contains a text message or special coded message that will be sent to that particular alerting channel. There is also a drop down selection box to pick a predefined template, which speeds up the process of sending canned messages. Setup of the templates is described later. Each section also has an enable button that controls whether that alert channel is active when you do a "Send All Enabled" actuation. With that any alert channel that is enabled will be processed. If you only want to send just one channel, you can just hit the "Send Now" button associated with that channel.

When the alert process starts, Field Alert hands off some of the messaging work to a number of Windows Service applications to allow for paralleling of messaging. When the alert process completes you will see the "Last Activity" change in each alerting channel. This will tell you how many messages went out and if any failed. If there is a problem with the aforementioned Windows services, you will see a window like the one below, indication alerting cannot be done. If this happens, restart Command center and go back to the Field Alert window. If the message persists, contact your IT team.



In most cases you would be entering plain text that would get send via the alert channels, such as a Tweet or SMS. However, for channels such as voice or conference calling, you will be entering a cryptic URL, that is obtained by the cloud service used for voice and conference calling. This URL is basically a macro or script that will run when the user answers the call. It will instruct the cloud service what to say and even offer the option to play a wav file. Setup of these macros is covered later.

Text Back:

For SMS messages, you can see the status of all SMS alerts as well as the responses, if any, from the users. For each message there is a "Reply" button that allows you to send a 1 to 1 message just to that user. To fetch the message status, select whether you want the last 500 messages, last week, last 24 hrs or last hour, and click "Update".

Field Alert Templates:

Each of the Alert Channels can have a collection of predefined message templates to save time in crafting alerts. These can be setup by going to the Field Alert section of the Settings Module. In the "Templates" section you can select the Alert Channel type and then edit any existing templates, or add new ones. Remember to hit "Save" to save the templates for later use.

Settings Module – additional settings:

Connection:

Here is where you tell Command Center what hardware it should be talking to, if any. Options are:

Direct: An n.FORM Headend that can be directly reached via its IP address

Field PoP: An n.FORM Headend that is behind a firewall but can be reached by going through Field PoP

PI: Only a Mercure PI device is connected via USB

Stand Alone: No device is connected. This is typically for Field Alert only applications.

The screenshot shows the 'Settings: All Info' window with the 'Connection' tab selected. The 'Connection Info' section has four radio buttons for 'Connection Type': 'Direct' (selected), 'FieldPoP', 'PI', and 'Stand Alone'. Below these are two columns of input fields. The 'Direct' column has 'Address', 'Username', and 'Password'. The 'FieldPoP' column has 'Device ID', 'Username', and 'Password'. A 'Ports' section has a 'Starting' port field set to '8000' and a note: '**** 4 Ports will be used sequentially starting at this port'. A 'Save' button is centered below the form. At the bottom, the 'Connection Status' section shows 'Connection Status: Connected' with a green checkmark icon and a 'Connect Now' button.

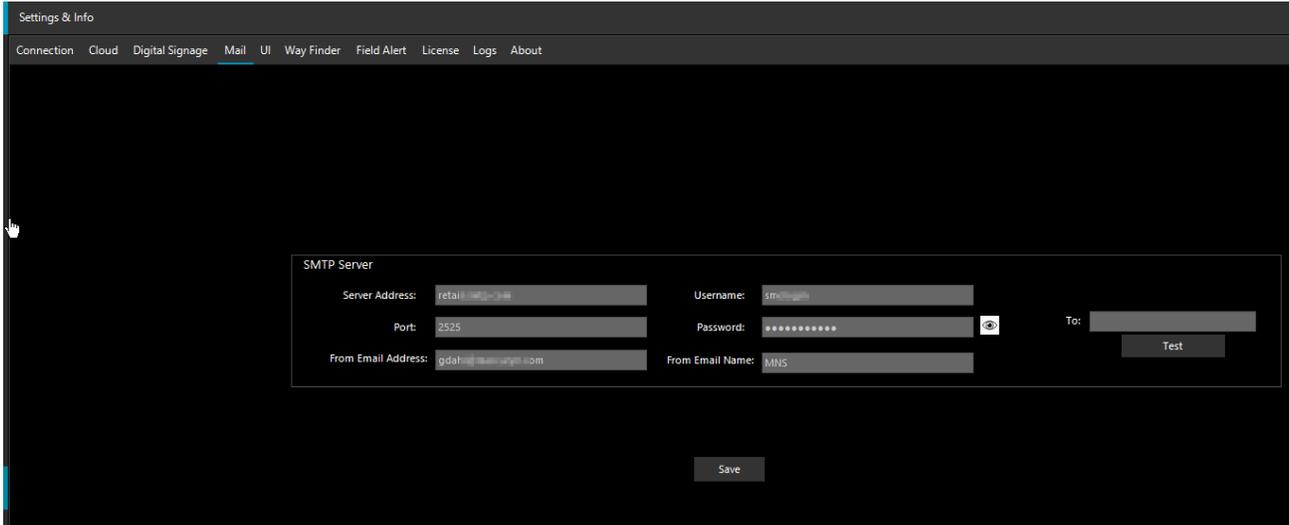
Digital Signage:

This section lists the IP settings of up to 10 Digital Signage players. Such as BrightSign. You also specify the UDP port that will be used for messaging. Typically the players are sent text by applications such as Field Alert, where you specify the text string that is sent in that alert channel. The "Home Message" is the message that will be played when no Alert is present such as when the Page is finished. The "File Push" section allows you to post a text file with the alert text in a specific folder on a drive. This is good for other systems that can watch a folder for alerts. In all cases the text that is sent to the players is often just a key word to tell the player which display to put up. WayFinder also uses this list for the other Command Center PC's.

The screenshot shows the 'Settings: All Info' window with the 'Digital Signage' tab selected. The 'Player Addresses' section has a table with two columns: 'Player ID' and 'Player IP'. There are 10 rows, each with input fields for both columns. A note below the table says: '*** Also used for Wayfinder work stations'. The 'Settings' section has 'UDP Port' and 'Home Message' input fields. The 'File Push' section has a checkbox labeled 'Enabled' (which is unchecked) and a 'File Folder' input field. A note below says: '*** A non file will be inserted in the folder in the digital signage message or trigger channel address'. A 'Save' button is at the bottom.

Mail:

Here you specify all the settings for an SMTP email server. This server is used for sending emails from applications such as Field Alert. There is also a area to send a test message to be sure the SMTP connection works.

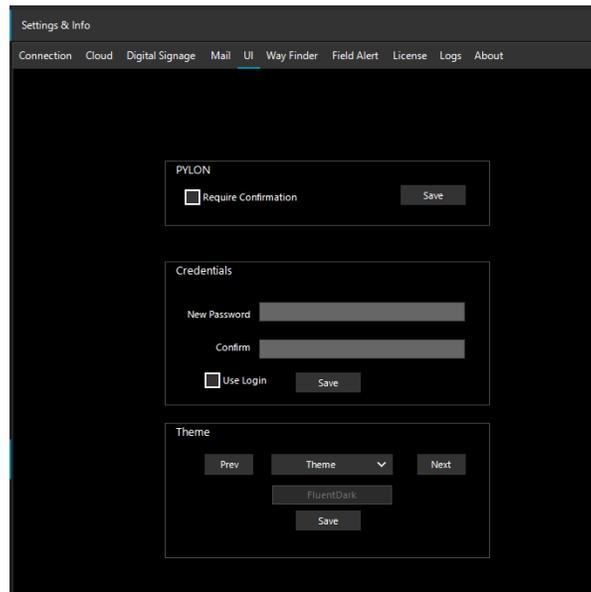


The screenshot shows the 'Settings & Info' window with the 'Mail' tab selected. The 'SMTP Server' section contains the following fields and controls:

- Server Address:
- Port:
- From Email Address:
- Username:
- Password:
- From Email Name:
- To:
- Test:
- Save:

UI:

These settings affect the overall user interface. You can force a confirmation window to pop up before a action is done after a button press in Pylon. Credentials can be added to secure the access to Command Center. You can also select the theme that Command Center will use for its UI.



The screenshot shows the 'Settings & Info' window with the 'UI' tab selected. The 'UI' section contains the following controls:

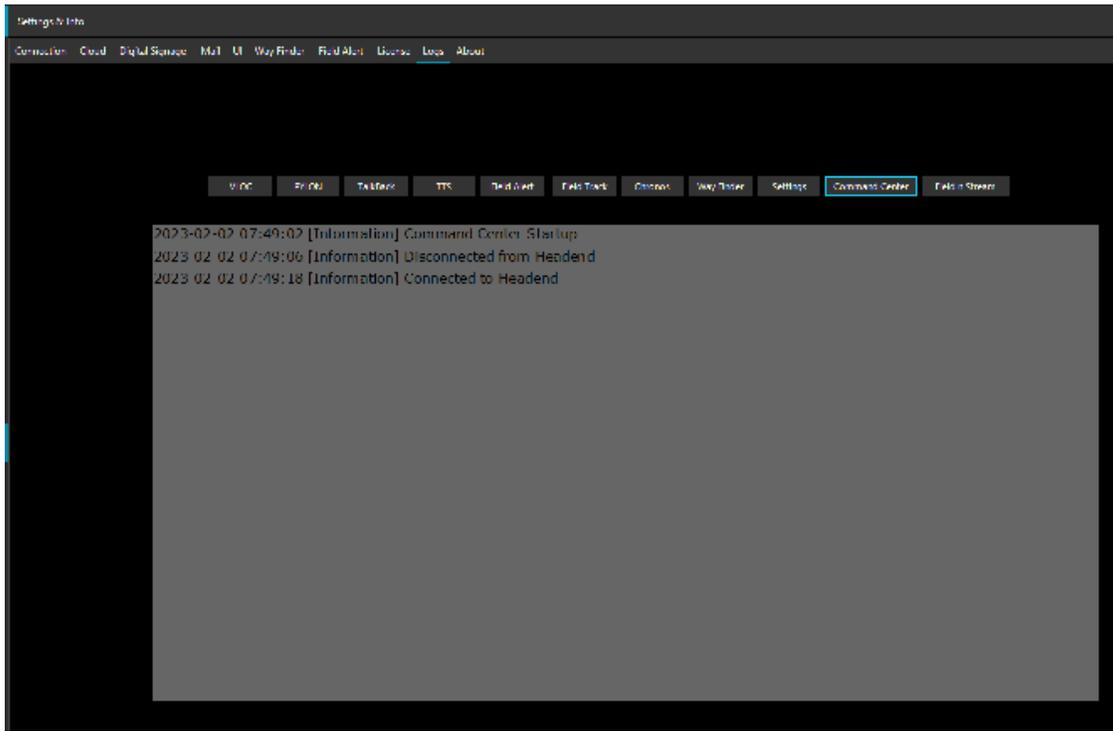
- PYLON**
 - Require Confirmation
- Credentials**
 - New Password:
 - Confirm:
 - Use Login
- Theme**
 - Prev Next
 - FluentDark

License:

Here you can launch the license tool to enter the command center key. The single key contains enables for all modules in Command Centers. You receive the key from Mercury after purchase.

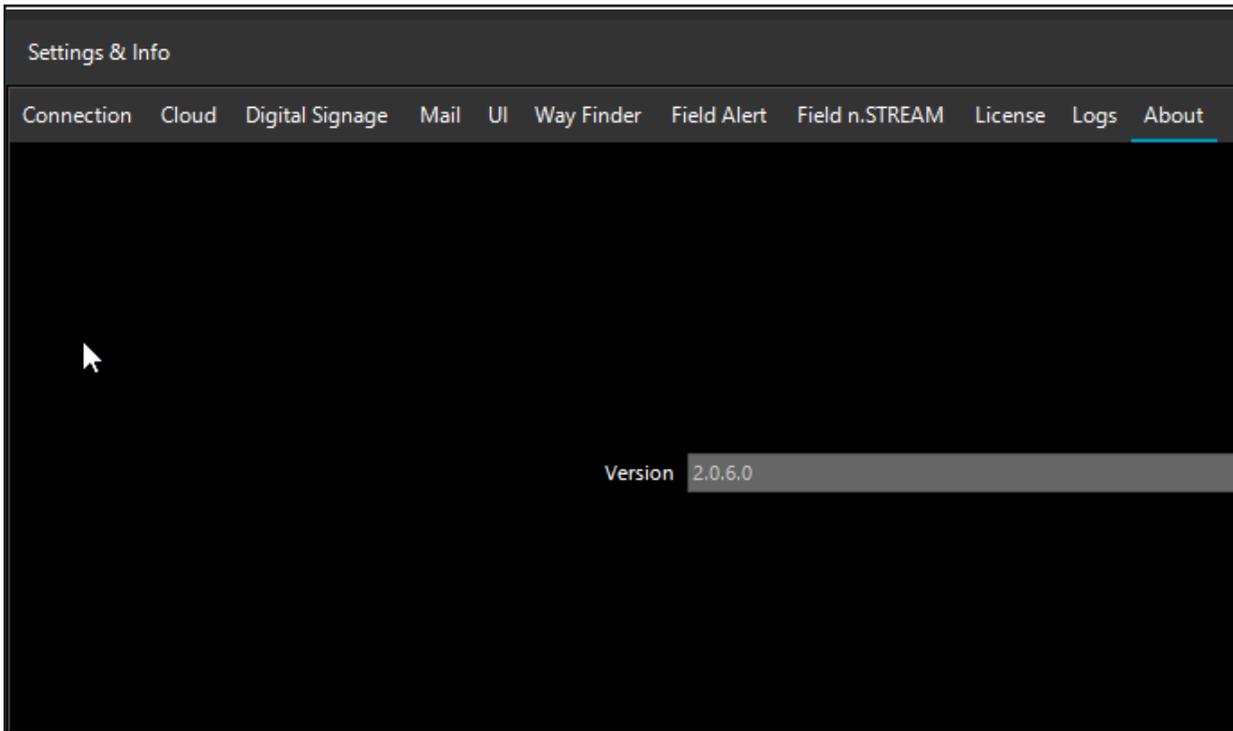
Logs:

Most modules store log information when actuations or errors occur. You can see logs for any application here.



About:

Here is where you can see the actual version number of Command Center.



Cloud Service Setup:

Field Alert use a few different cloud services to facilitate elements of the Mass Notification solution. Each requires some setup by the end user in order to obtain the proper API Keys, that are used by Field Alert. API Keys are strings that Field Alert uses to make real-time calls to the cloud services. In order to get these keys, the end user must setup an account with the provider and in some cases, supply a credit card for billing purposes. All billing is done with the cloud provider. Mercury is not involved in any billing transactions.

Twilio Cloud Service:

Twilio is used for sending SMS messages, making voice calls and conference calls directly to end users. When making Voice calls, Twilio will follow a script of what to say what, if any, prerecorded audio to play. These scripts are setup by the end user on the Twilio portal.

PubNub:

Pubnub is used for all services related to Desktop Notification.

AirTable:

Airtable is used for storage of the FieldAlert Database.

Teams:

Teams is used to send alerts directly to Microsoft Teams Channels

Twilio Setup:

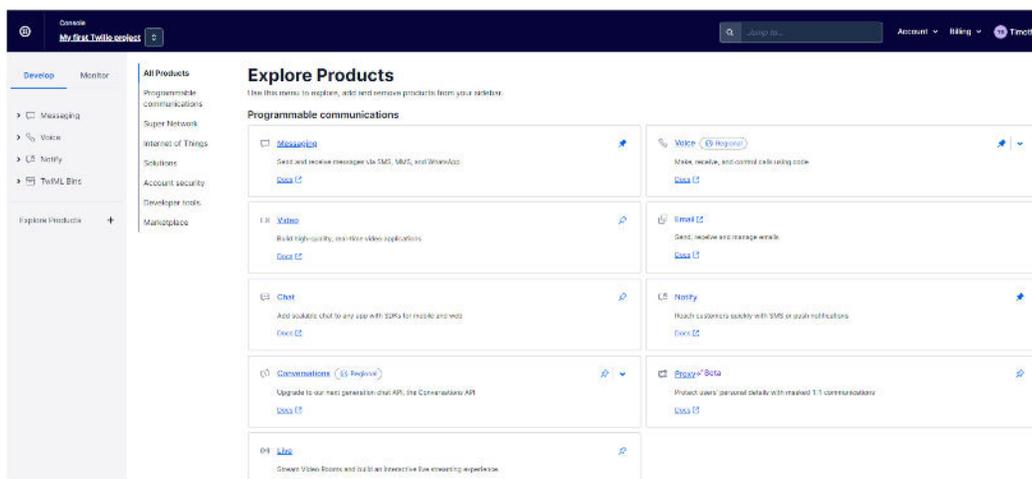
Navigate to www.twilio.com and click the "Sign up" button

Enter your personal information and choose a password.

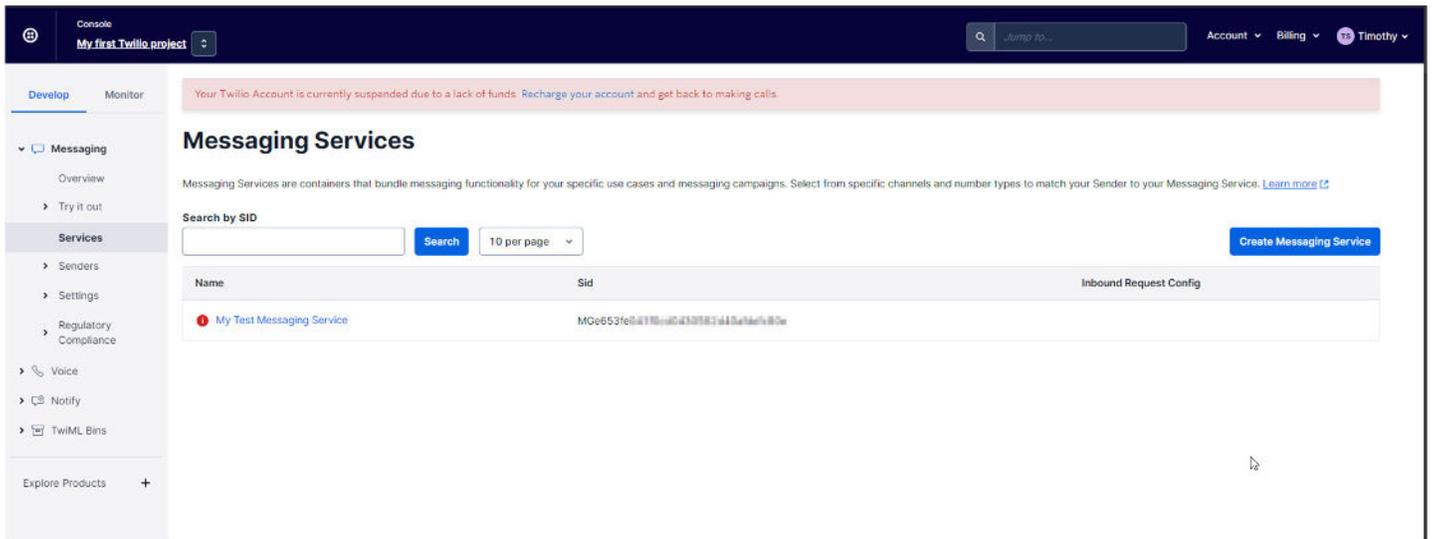
You will be sent a Verification Email. Accept it to continue.

Click "..." to expand all products

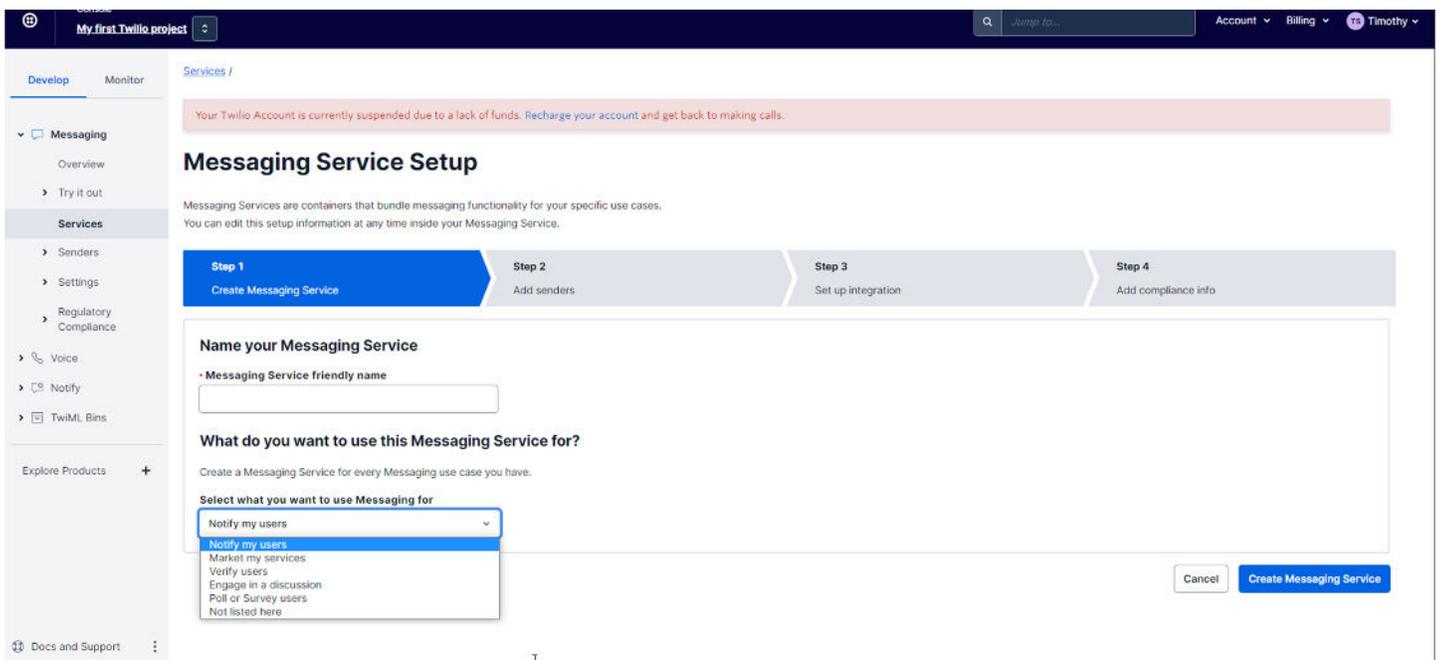
On home screen you have to click the + for explore products, then add the Messaging, Voice, Notify, and twiML Bins



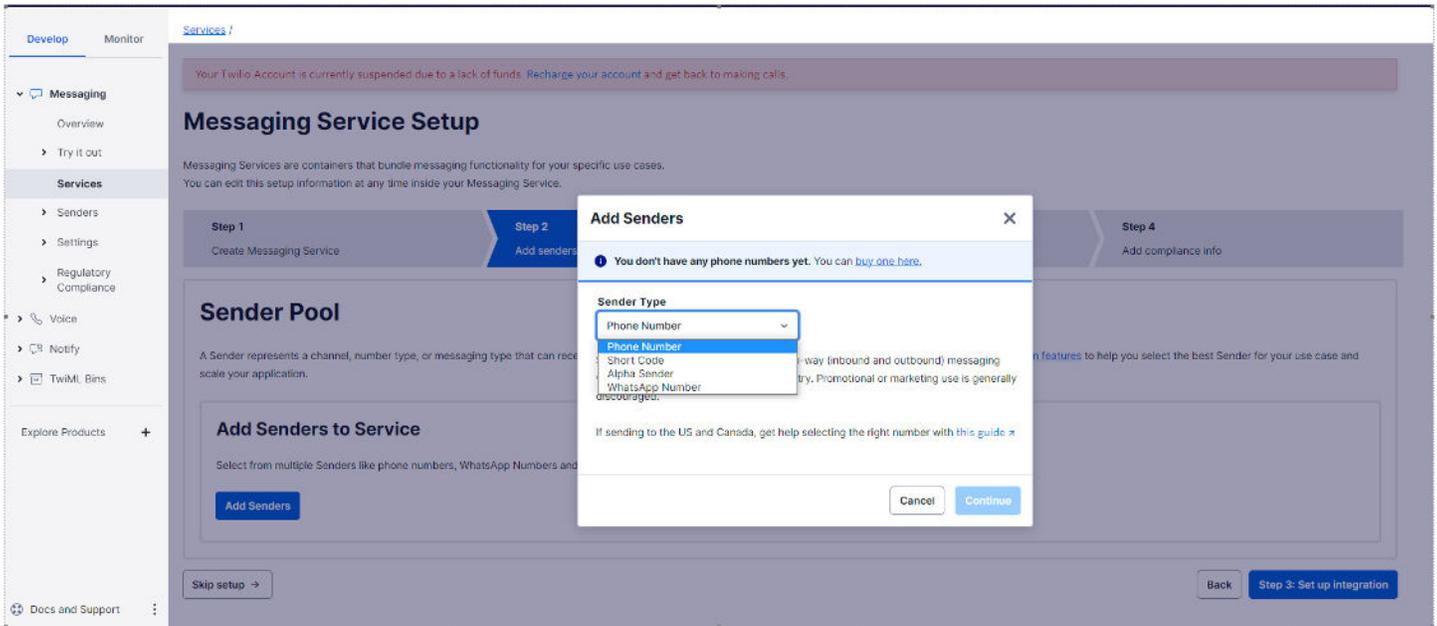
Under messages you would then go to services to create a new message service.



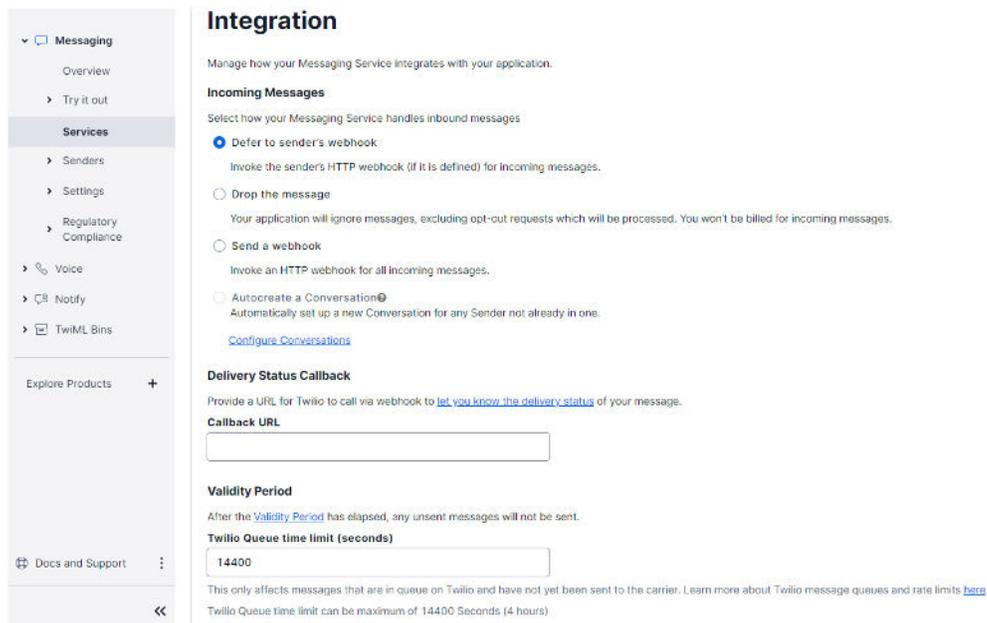
Different options and friendly name for creating the messaging service



Next you will choose how these notifications will be sent. In this case phone number. I currently don't have one on my account. At top of dialog box it gives you option to purchase one.



Integration options



When reaching this page it lets you know your messaging service was created, and give you compliance options.

Services /

You can edit this setup information at any time inside your Messaging Service.

Step 1 Create Messaging Service

Step 2 Add senders

Step 3 Set up integration

Step 4 Add compliance info

US A2P 10DLC (10-Digit Long Code) Registration

To protect consumers, carriers will filter customers using 10DLC (10-digit long code) numbers unless they register for A2P (application-to-person) Messaging. Registration informs carriers who customers are and what SMS/MMS they send with 10DLC numbers.

Register to upgrade your US A2P 10DLC limits - 0/3 steps completed

Once you complete the 3 registration steps, you can send up to 1,000,000 messages per day and up to 2000 messages per second. [Learn More](#)

- 1. Business Profile** Not registered
Information about your business. [Register Business Profile](#)
- 2. US A2P Brand** Not registered
Enables US A2P Messaging capabilities for your business.
- 3. Campaign Use Case** Not registered
Inform carriers what type of messages you are sending.

Navigation: Skip setup → Back Complete Messaging Service Setup

Services page under notify. Click blue plus sign to add a new notify service

Overview

Try it out

Services

Senders

Settings

Regulatory Compliance

Voice

Notify

Try it out

Services

Twiml Bins

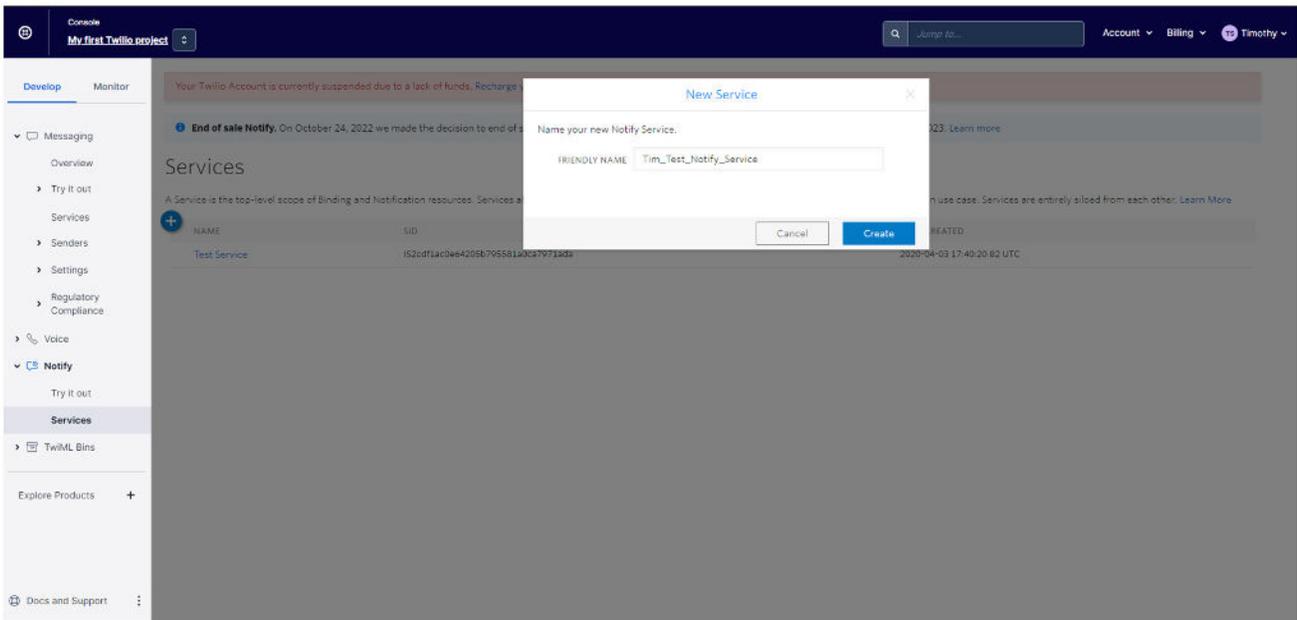
Explore Products +

Docs and Support

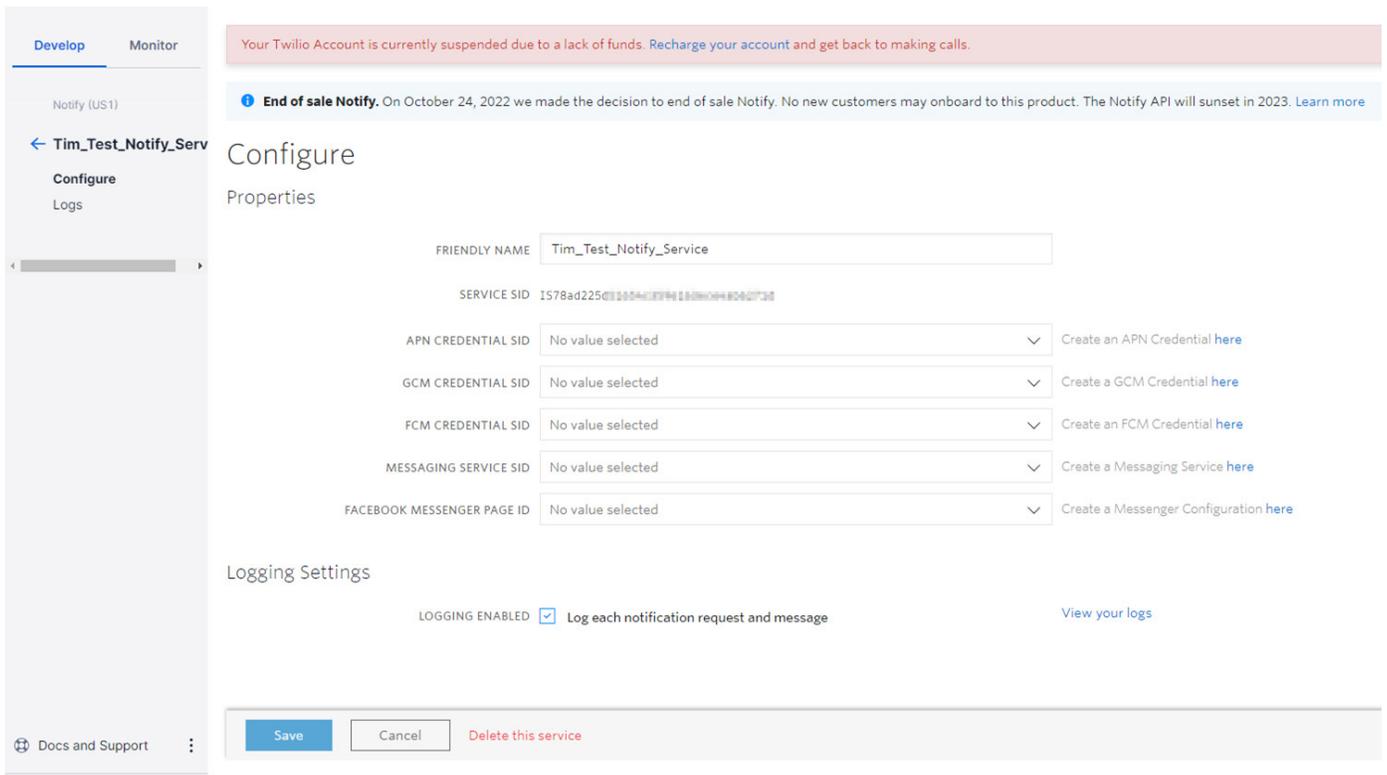
Services

A Service is the top-level scope of Binding and Notification resources. Services allow you to create multiple environments (dev, stage, prod) - or segment your data based on use case. Services are entirely siloed from each other. [Learn More](#)

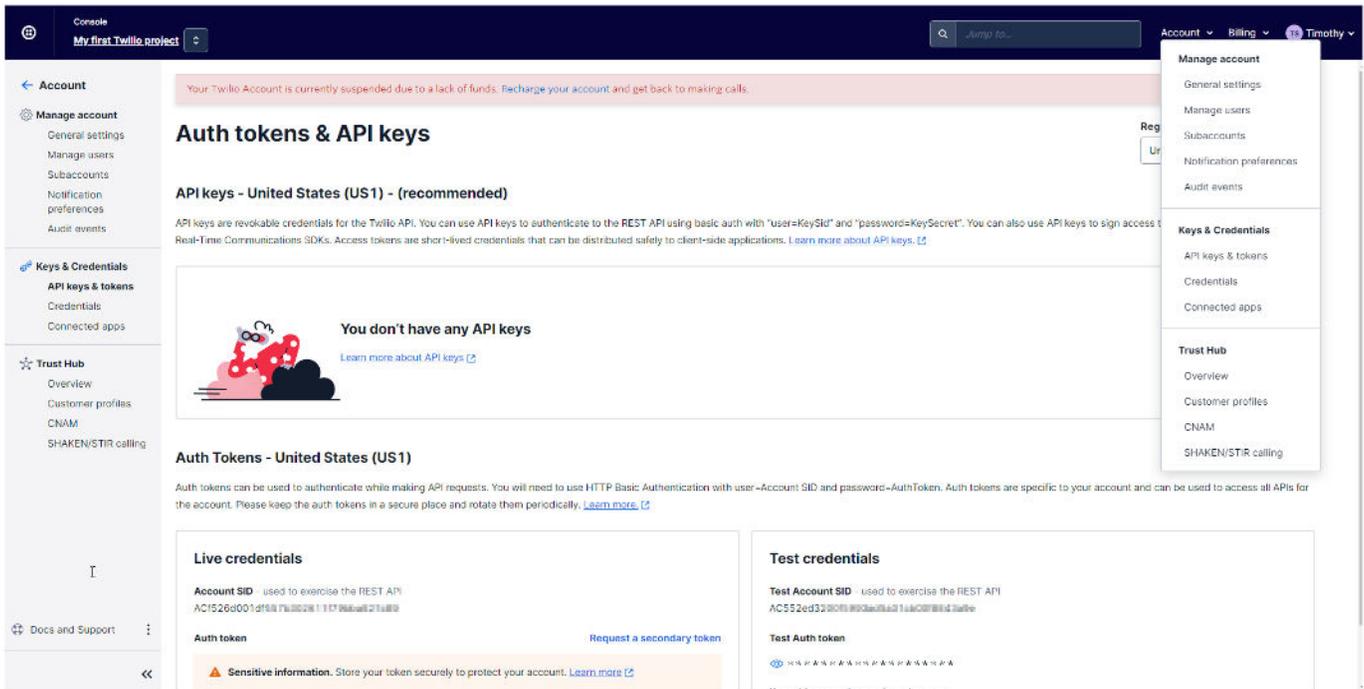
NAME	SID	DATE CREATED
Test Service	IS2cdf1ac0ec1c200b67f98882a0a79f12a8a	2020-04-03 17:40:20.82 UTC



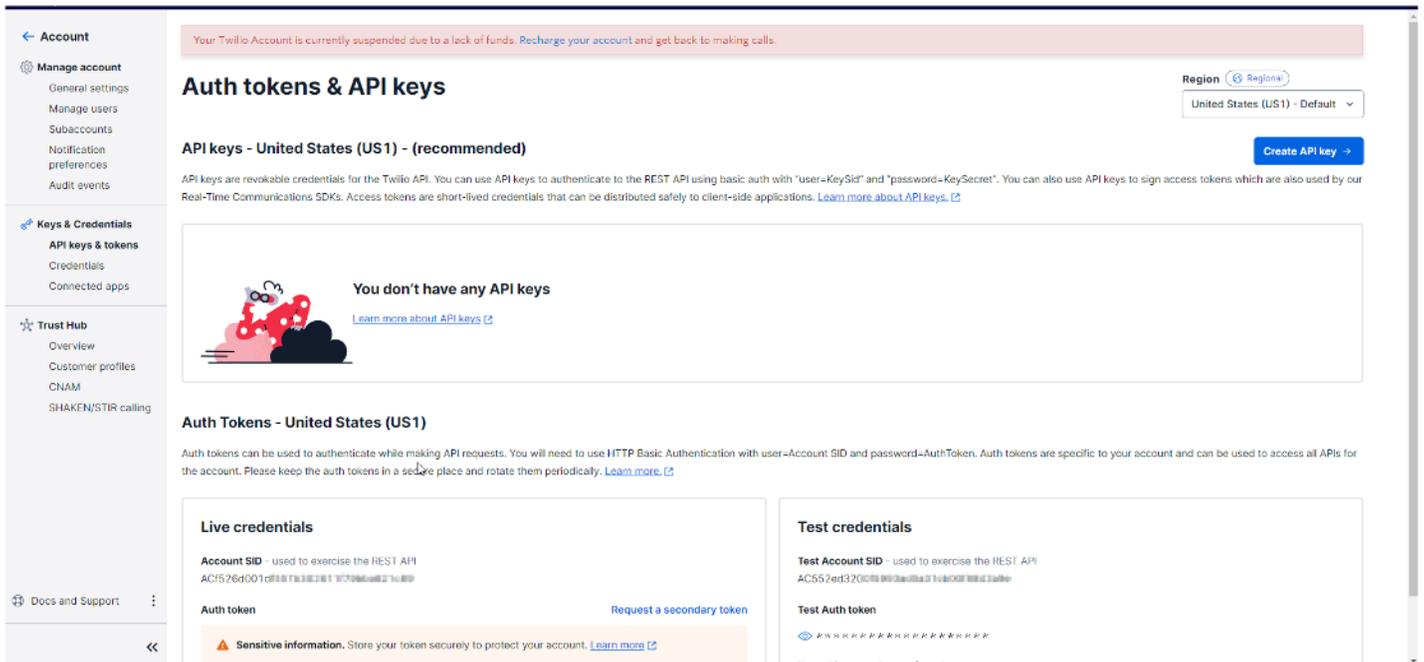
Here you can copy your service ID.

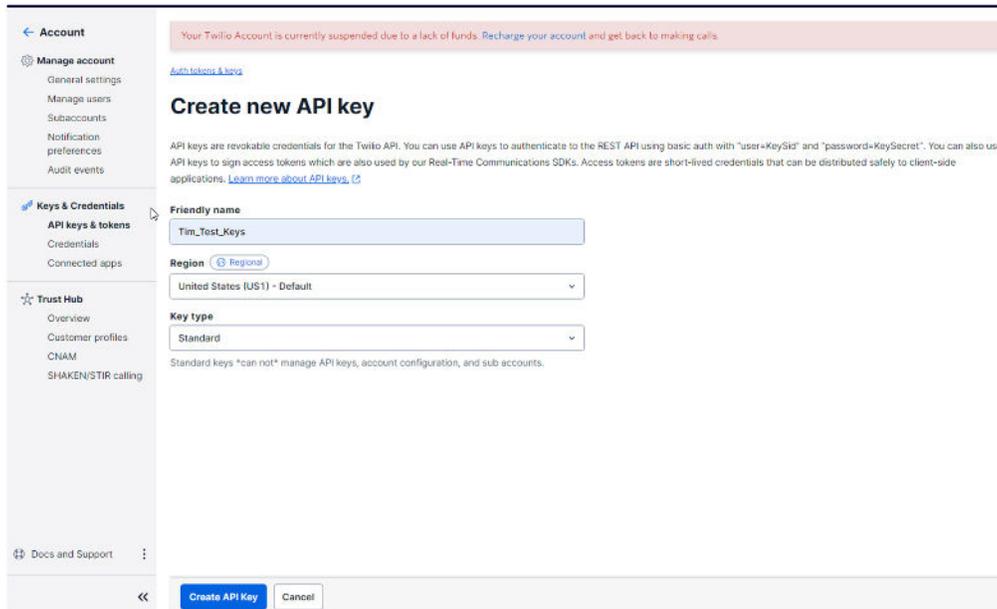


Click on account and go to API Keys and Tokens

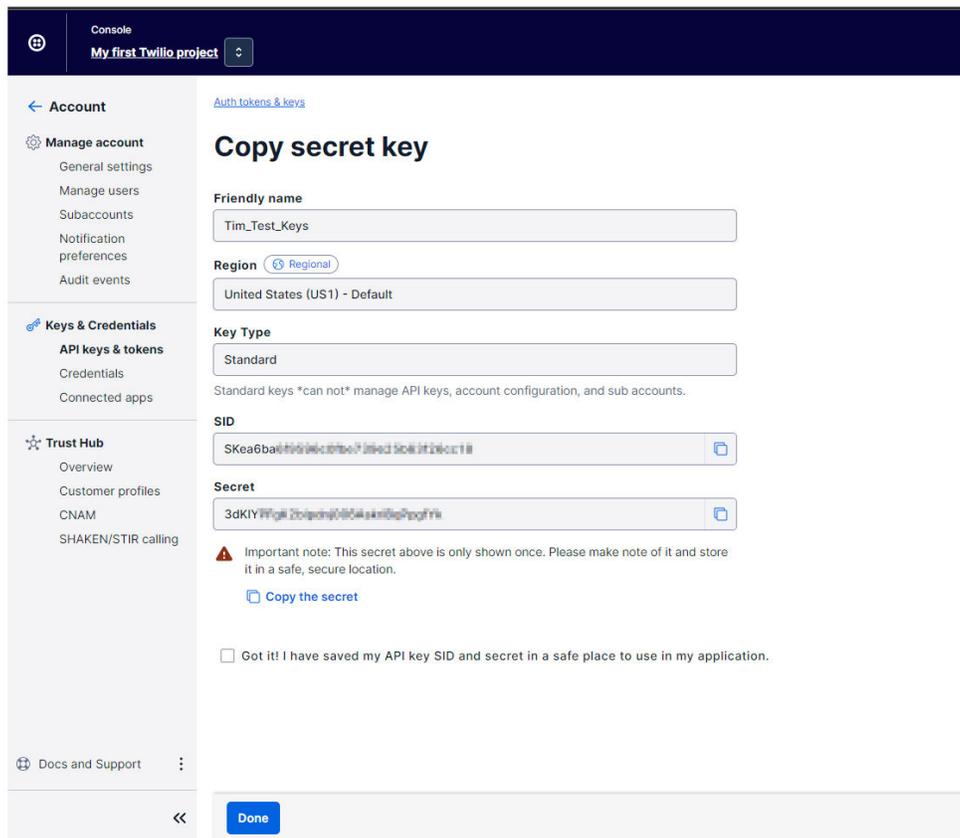


Click on "Create API Keys"

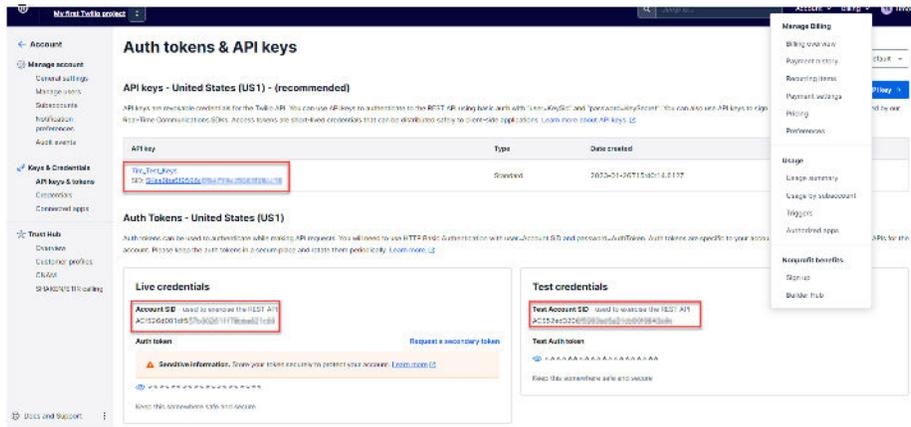




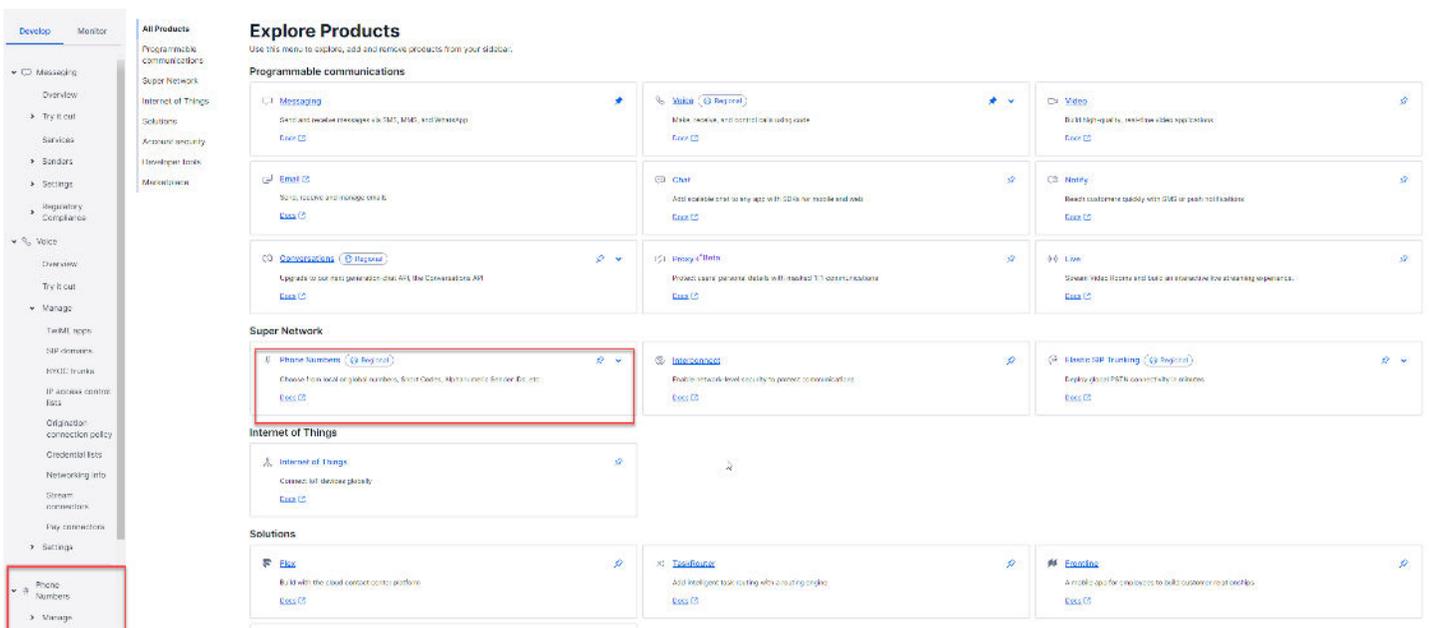
MAKE SURE TO COPY KEYS AT THIS POINT!! THERES A NOTE THAT SECRET KEY IS ONLY SHOWN ONCE.



At this point you will have all the keys that you need:



If you want to have faster transactions you can purchase one or more phone numbers:



Lastly, enter the keys and phone number into the Cloud sections of the Settings module in command Center:

After clicking the blue plus sign, you can enter the script that you want. The script below is an example of a voice call that will speak the text shown, and then it will play an uploaded wav file. After the TwiML is completed you will reference it in Field Alert using the URL Shown.

The screenshot displays the 'TwiML Bin' configuration page. On the left, there is a navigation menu with options like 'Messaging', 'Voice', and 'TwiML Bins'. The main area is titled 'TwiML Bin' and shows 'Properties' and 'Configuration' sections. The 'URL' field is highlighted with a red box and contains the following TwiML script:

```
<!DOCTYPE twiML PUBLIC "-//twilio.com//DTD TwiML 1.0//EN" "http://twilio.com/docs/twiML">
<voice version="1.0" encoding="UTF-8">
  <response>
    <say voice="alice">This is a test of the Mercury Notifications Mass Notification System. This is only a test.</say>
    <play>https://cdn.twilio.com/assets/1088f.aster/play</play>
  </response>
</voice>
```

Below the script, there is a 'Valid Voice TwiML' status indicator. At the bottom, there are 'Save' and 'Cancel' buttons. The right side of the page contains helpful text and a 'TwiML Bin' configuration form.

Air Table Setup:

See Mercury Video on setting up Air Table. Then enter Keys here:

Settings & Info

Connection Cloud Digital Signage Mail UI Way Finder Field Alert License Logs About

Twilio Keys

Account SID: AC387ea27f32e
Auth Token: 4963947a4111
Notify Service: MG0bd6a505
From Number: +1516

Teams WebHook

Web Hook: https://mercury.webhook.officeapps.microsoft.com/mercurywebhook/0d757628dfb6@490ad7919ea5a9f/incom

Twitter Keys

API Key: j18oMwM2VMa
API Secret Key: tAKGdEK9eO
Access Token: 101303859-z7
Access Token Secret: MduwHOFq

Active Directory

Domain: AD
Username: tsmith
Password: *****

Pubnub Keys

Subscribe Key: sub-c-8e757754
Publish Key: pub-c-dc14
Secret Key: sec-c-MJAxM

Field Alert Database - Air Table

App Key: keytMwR2
Table ID: tbi0V1
Base ID: appEsBGR
View Link: https://airtable.com/invite/?invited=invab2YGEzNmbRVf&inviteToken=549eb867

PubNub Setup:

See Mercury Video on setting up PubNub. Then enter Keys here:

Settings & Info

Connection Cloud Digital Signage Mail UI Way Finder Field Alert License Logs About

Twilio Keys

Account SID: AC387ea27f32e
Auth Token: 4963947a4111
Notify Service: MG0bd6a505
From Number: +1516

Teams WebHook

Web Hook: https://mercury.webhook.officeapps.microsoft.com/mercurywebhook/0d757628dfb6@490ad7919ea5a9f/incom

Active Directory

Domain: AD
Username: tsmith
Password: *****

Pubnub Keys

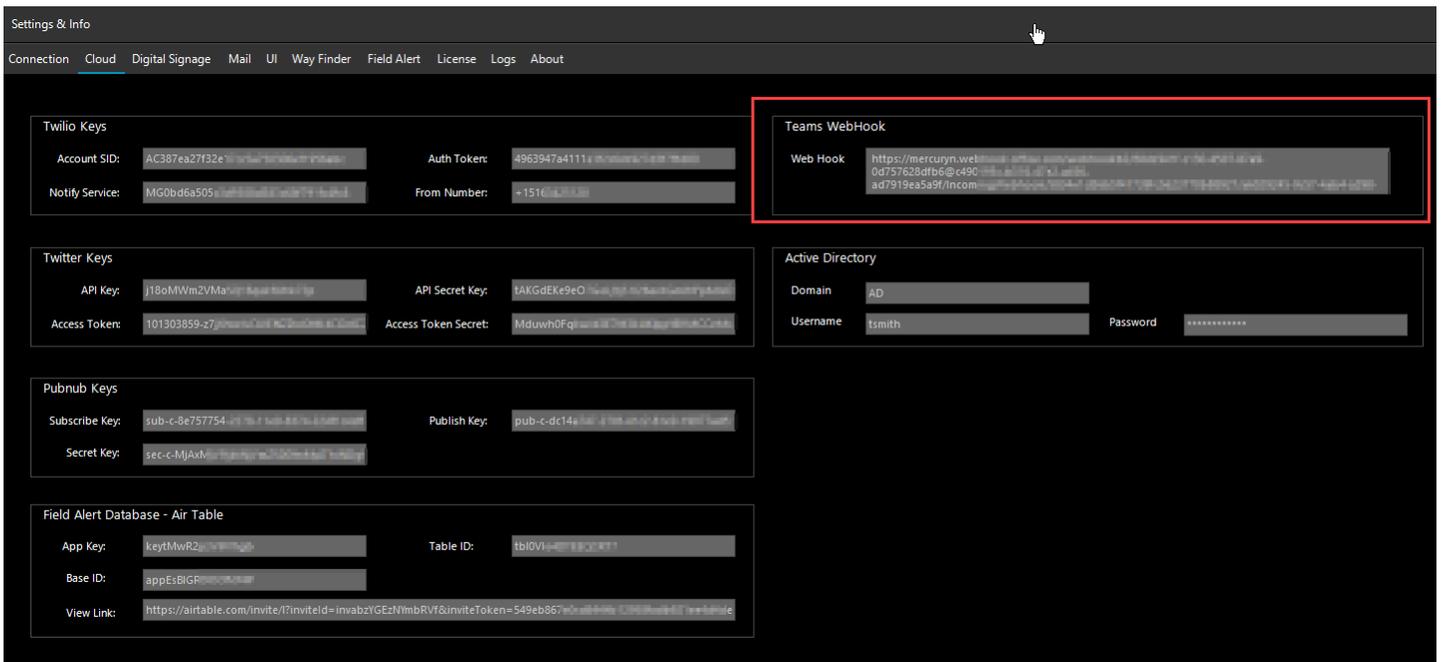
Subscribe Key: sub-c-8e757754
Publish Key: pub-c-dc14
Secret Key: sec-c-MJAxM

Field Alert Database - Air Table

App Key: keytMwR2
Table ID: tbi0V1
Base ID: appEsBGR
View Link: https://airtable.com/invite/?invited=invab2YGEzNmbRVf&inviteToken=549eb867

Teams Setup:

See Mercury Video on setting up Teams Web Hook. Then enter Keys here:



Twitter Setup:

See Mercury Video on setting up Twitter. Then enter Keys here:

