

7. Unattended Communications

7.1 Unattended Operation

Unattended Operation allows communication between the Downloader and the control panel even in the absence of the operator.



ATTENTION

'Unattended Mode' in Compass 16 is renamed as 'Scheduled Mode' in Compass 2.0. We have used 'Unattended' and 'Scheduled' interchangeably in this user guide.

There are three types of Unattended modes available in Compass. They are: Unsolicited Mode, Scheduled Mode, and Mixed Mode.

Unsolicited Mode

In the Unsolicited mode, the Server is not informed in advance that a panel is calling in. When a Server receives a call from a panel, it must determine what type of panel it is communicating with, and perform the appropriate task.

Scheduled Mode

In the scheduled mode, the Server checks for scheduled jobs to be performed on a panel at a certain time. At the scheduled time, the Server connects and performs the tasks scheduled by the operator for the panel.

In this case, the PC initiates the call or calls the panel, disconnects, and waits for a callback.



REFERENCE- INTERNAL

For more information on how the scheduled mode of operation works, refer to [Working of the Scheduled Mode](#).

Mixed Mode

In the mixed mode, both Unsolicited and Scheduled modes are activated. The Server operates in the Unsolicited and Scheduled modes simultaneously. It executes scheduled jobs at their pre-defined times; and, when not busy, answers unsolicited calls. This is the default mode and recommended mode of Unattended operation.

7.2 Assigning Receiver Groups

You can add, edit, or delete a mapping of Receiver Group to Primary Phone number using the Receiver Group Assignment function.

You may assign duplicate account numbers to accounts programmed to report to different central station primary phone numbers. When duplicate account numbers are used during uploading, the Receiver Group Assignment option prevents one account from overwriting another that has the same account number.

When a control panel using the primary telephone number that is associated with a Receiver Group calls for uploading, it is automatically connected to the corresponding Receiver Group.

To assign receiver groups to phone numbers, perform the following steps:

- | Step | Action |
|------|--|
| 1 | On the Customer screen menu of the Downloader, select File > Receiver Group / CS Phone # . |
| 2 | Click Add in the Receiver Group Options in the bottom toolbar of the screen. |

Order By

Receiver Group

Receiver Group	Primary Phone #

Add Edit Delete Close

- 3 Type the Receiver Group details (It takes a maximum of six characters or numbers) and the corresponding primary phone number.

Order By

Receiver Group

Receiver Group	Primary Phone #
3123	89083198
325234	56758678768
4441	12345678
D0C	1234

- 4 Click **Ok**. (When the screen is in Add Mode, the Add button is changed to Ok button)
- 5 Enter a different Receiver Group for each central station primary phone number that you use.



ATTENTION

If the Downloader does not have a corresponding Receiver Group for a primary phone number, when it receives an unsolicited call from a control panel for uploading, the Receiver Group displayed for that phone number appears as a series of six question marks (??????).

7.3 Viewing Scheduled Jobs

To view scheduled jobs, perform the following steps:

Step	Action
1	Click Unattended Jobs in the top left of the Customer Information screen. The following screen is displayed:

The screenshot shows a software window titled "Viewer - [Customers]". It has a menu bar with "File", "Option", and "Help". The main area is divided into several sections. On the left, there's a "Sort by:" dropdown set to "1 - Rcvr - Acct #". In the center, under the "Unattended" tab, there's a "Job Status" dropdown set to "All Scheduled Jobs", and two date pickers for "Start Date" (5/25/2005) and "End Date" (5/28/2005). On the right, there's a "Search Options" section with fields for "Rcvr #", "Acct # Begins with", and "Panel", along with a "Search" button and an "All Accounts" button. Below these is a large table with the following headers: "Rcvr - Acct #", "Unattended Time", "Account Created", "Last Name", "First Name", "Zip Code", "Business", "Panel Name", and "Panel Phone". The table is currently empty. At the bottom of the window, there are two groups of buttons: "Panel Options" with "Information" and "Schedule" buttons, and "Customer Options" with "Detail", "Delete", and "Exit" buttons.

- 2 The Viewer displays the Unattended Job Status, the Start Date and the End Date.

This is a close-up of the "Unattended" section from the previous screenshot. It shows the "Job Status" dropdown menu set to "All Scheduled Jobs". Below it are two date pickers: "Start Date" set to 5/10/2005 and "End Date" set to 5/13/2005. Each date picker has a small exclamation mark icon to its right.