# Telepathy Map Client - User Guide

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Introduction

Keri Systems Telepathy Map Client provides you with a graphical representation of the real-time status of the most important components of your access control system. You will know, for example, if a door has been forced or help open, if a panic button has been pressed, fire alarm has been activated or if any other type of input has gone active.

- Sophisticated, customized actions can be triggered with the click of a mouse - allowing instantaneous actions to meet a variety of threats - such as the immediate locking or unlocking of all doors on the system.
- Quickly and easily operate the system hardware via right mouse-click and be certain that the correct door is unlocked.

Keri’s Telepathy Client can be used on just a single building with a single-floor, right up to a complex of multiple buildings located in different parts of the world, each having multiple floors. This guide explains how to setup and use the Telepathy Client, beginning by adding your facility images, linking these images together,
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positioning sensor icons and then linking these icons to the specific hardware that you wish to monitor.

Finally, the guide explains how to get the most out of your Telepathy map client so you can interactively monitor, operate your system and to immediately respond to critical events as they happen.

The document then covers how to use the Telepathy client to interactively monitor, operate your system and to immediately respond to critical events as they happen.

Next chapter >> Licensing Requirements
Licensing Requirements

The Telepathy Map Client is a licensed feature and therefore needs to be enabled in your Doors.NET license.

Perform the following steps to check that Telepathy is enabled on your system:

1. From the Windows Start menu, go to Doors.NET >> License Manager.

2. When the License Manager opens, click on the License tab located on the right-hand side of the window.

3. The licensed features and components will appear in the list.
4. In the Capacities section, locate 'Mapping Clients'.
5. Verify that this feature is set to a value of 1 or above.

6. If 'Mapping Clients' is set to 0 you must contact Keri Systems’ Inside Sales department to have your license updated.

Next Chapter >> Map Editor
Telepathy Map Editor

For setting up a typical system, the first place to go to is the Map Editor. But before setting up your Telepathy map client, you should have images of your building(s) and your building floor plans, which you will import. Once imported into Telepathy, these images are linked together to create a representation of your facility. Within the Map Editor Section you then drag into your floor maps, the position of your doors and other hardware which you will be monitoring.

The Map Editor contains a comprehensive library of sensor icons which you can make use of.
Once your sensor icons have been positioned onto your floor maps, you can then associate the icons with the existing access control hardware. You simple enable the hardware in the standard Doors.NET client and then drag the respective door names, input/output names, etc onto the floor maps. You will then be able to easily and accurately monitor your facility in real time.

This section of the help guide explains how to setup a typical system and what steps need to be taken within the 'Map Editor'.

Next chapter >> Adding Map Diagrams
Adding Map Client Diagrams

The first step in the setup process is to add your images to the Map Client so they become Map Diagrams. If you have multiple buildings located in different parts of a country, county, state, etc - you will also need to add an image representing that geographical area. This next example explains how to add the relevant map images for two buildings located in different parts of California - each with 2 floors plan images.

Adding Overview, Building and Floor Images

1. Log into the Telepathy Map Client via the client icon.

2. The default user name and password are both **admin**.

3. The home screen will open. Click on the Map Diagrams tile.
4. The Map Diagram screen will open.

5. Click the Add icon to add your first map image.
NOTE: If you have just one building, or a campus to monitor, then this first image would be an exterior view of the building/campus. If you have multiple buildings in separate geographical locations, then this first image will be of a country or state, for example.

6. Click on New Page.
7. A default image will appear.
8. Click on the Map Properties icon in the upper-right.

9. Navigate to the location on your PC where your map images have been saved.

10. Enter a new description for the first image.
11. Click the Load Background button and navigate to the location on the PC where your map images are saved.
12. Click the Save Page icon.
13. Click the 'Add' again.
14. Select 'New Page', click 'Map Properties' and enter a new name for the first building.
15. Click 'Load Background' and navigate to the location on the PC where the building 1 image is stored.
16. Click 'Save Page'.
17. Click the 'Add' icon again.
18. Select 'New Page' and enter a new name for the second building.
19. Click 'Load Background' and navigate to the location on the PC where the building 2 image is stored.
20. Click the 'Save' icon.
21. You now have 2 building images added to the Map Client.
22. Repeat steps 13-20 to select and add floor plan images for each of the buildings. For this example we are just adding 2 floors for each of the buildings.
Next chapter >> Linking Map Diagrams
Linking Map Diagrams

Once your building images and floor plan images have been added to the Telepathy client, they need to be linked together. In this setup example, we have three levels of images that need to be linked together. The map of California will be linked to both of the building images, they then will, in turn, be linked to the various floor plan images.

The following steps explain how to link a state overview image to a building and then how to link a building to its floor plan images.
1. Select the first map image from the list (the map of California).
2. From the Keri Systems icon library, select an icon to be used to indicate the location of your first building.
3. Drag the icon into position on the map image.

4. Add additional building icons for the other buildings to be added to the client.
5. Click the **Save Page** icon.
6. Click the Link pages icon.

7. Click the first image from the list on the left.
8. The list on the right consists of the remaining images that can be linked to the first image.
9. Drag onto the building icons the text for each of the buildings added so far.
10. Hover the cursor over the building image to check that the building images are linked correctly.
11. Click the Save button and close the linking page.
12. Now that the overview image is linked to the building images, we now have to link the building images to the various floor plan images.
13. Select one of the buildings from the list.
14. From the icon library, navigate to the bottom of the icon library and locate the ‘Floor 2’ icon.
15. Drag the floor_select icon into position for all the floors on all the building images that you wish to monitor in the map client.
16. You can easily re-size or rotate the image using the image handles. Adjust the image appropriately so it is covering the entire area of the building floor that will be monitored.

17. Click the Save Page icon when you have added all the required transparent floor area images.

18. Click the Link Page icon again and follow the same process as before for linking the building images to the floor images.
19. Once all the floors have been linked to the building images click **Save Page**, then **Save Diagram**, followed by **Reload Pages**.

20. Click on the Link Pages icon again as we now need to link the floor icons to the floor plan images.
21. Highlight the first building. At this point it may be easier to put the Page Linking window into full screen.
22. From the list on the right, drag the relevant floor names onto floor icons which are now located on the building image.
23. Repeat the steps to link the floors for the second building, then click the **Save** button.

24. After saving, the text for the linked diagrams will be grayed-out.

25. Your map diagrams are now all linked together.
Adding Sensor Icons

The sensor icons are the dynamic images that will represent your doors and other security access points, or inputs/outputs. They are dragged onto your floor map diagrams to represent their physical locations within your facility. Sensor icons are available from the Icon Library, which is located in the Map Editor Section. You can also add your own custom icons to the icon library.

The following steps explain how to add sensor icons to your floor plan images (to indicate the location of the doors, controllers, inputs or outputs on your system.

1. Select one of your floor plan images.

![Diagram of selecting a floor plan image]

2. The floor plan will display on the right.
3. From the library of icons, locate one of the door icons.

4. Drag the icon into position on the floor map.
5. Drag onto the map, more door icons (for all the other doors that will be monitored in the Telepathy client).

6. Once icons have been dragged onto the floor map, and positioned, they can also be easily re-sized using the image handles.
7. When all sensor icons are in position, click the **Save Page** icon.

8. Then click **Save Diagram**, followed by **Reload Diagrams**

9. Repeat the above steps (1-8) to add sensor icons to any additional floor plan images.

Next chapter >> **Enable the Hardware**
Enable the Hardware

To display the available hardware (controllers, readers, inputs and outputs) the controllers must first be enabled within the Doors.NET software. This is a security enhancement otherwise the Telepathy Client would immediately give you the ability to unlock any door on the system. You must therefore first authenticate as a system administrator to the standard Doors.NET client.

The following steps explain how to can enable all the hardware within a Doors.NET system.

1. Log into the standard Doors.NET client (the default user name and password are both admin).

2. Go to Setup >> Operators.
4. Then go to Locations.

5. Expand the hardware gateways and you will see a list of all controllers on the system.
6. Place a check mark against all the controllers you wish to make available in the Telepathy client.
7. Save the system admin user settings via the save/save all icons in the top-left of the client.

8. You can now return to/re-open the Telepathy client because the hardware will now be available to select.

Next chapter >> Link the Hardware
Link the Hardware

Once the hardware has been enabled in the Doors.NET software it becomes available to select in Visual Doors.

1. Open one of your floor plan diagrams.
2. Click the Link Device icon in the upper right-corner.

3. You will see a list of all the hardware that has been enabled in the previous section... You will have to expand the gateway to view all the hardware that is on that gateway.

4. Locate and select from the hardware list the reader that relates to the location of the door icon on the building map.
5. Drag the reader text onto the relevant door icon.
6. Hover the cursor over the door icon to check that the specific reader has been copied across.

7. Click the **Save Page** icon.
8. Repeat steps 4-7 for any additional hardware you wish to link.

Next chapter >> [Icon Editor](#)
Icon Editor

Viewing and Editing Existing Icons

The icons which exist in the icon library can all be viewed and edited within Icon Editor >> Icon settings.

1. From the home screen, click on Icon Editor tile.

2. The icon library will be on the left and the icon settings will be on the right.

3. Select any of the existing icons and you will see the settings on the right. Each icon has a different appearance to represent different conditions that are supported by the hardware.

4. For example; select one of the door icons and you will see that 'Normal' is green (when the door is closed/secured), offline is yellow and a red-cross through it (NOTE: reader online/offline status events are only generated by NXT reader types), Alert is red (examples of alert states are when the door is forced or held open). Masked is blue (this is when door held/forced or both are masked).

5. The alert preview gives you an animated representation of how the icon will appear if the reader is set up to generate alerts (covered in a different chapter). You can slightly modify the alert state by selecting/deselecting the Opacity, Rotate and Scale options.
6. You can also double-click any of the seven status icons. Windows Explorer will then allow you to locate and select a replacement image.

7. Click the Save Icon button once you have finished editing.

Next chapter >> Adding Custom Icons
Adding Custom Icons

Although there is a plethora of available icons to choose from in the icon library, it is still possible to create and add your own icons to the Telepathy client. For example, rather than using the following door icons:

![Door Icons](image)

In the following example, it is explained, how you can use a new door image that would work better on a 2-dimensional side-view of a building, as opposed to a floor plan view.

1. Decide on a new image that you wish to use to represent a door.

![Door Image](image)

2. Using your preferred graphic-editing software, you now need to create seven versions of this image to represent the seven possible conditions (Background, Offline, Normal, Custom Layer, Masked, Trouble and Alert).

![Seven Door Images](image)

3. Click the Add Icon button and enter a name for the new icon then click the second Add Icon button.
4. Scroll to the bottom of the icon library and the new entry will be listed.
5. Click on the new entry to display the default settings.

6. Double-click each of the status images and replace them with the ones you created in step 2.
7. Click the Save Icon button.
8. Then click the Save Library icon.

9. The new icon will now be available for selection within the Map Editor section.
Telepathy Maps

The Maps are from where you monitor your system. They are the combination of building images, floor plans and sensor icons and the Maps section is where you graphically monitor your access control system in real-time. The Maps screen is also where you would receive alerts, (if you have alerts configured).
NOTE: You will not be able to open the Map section until you have: 1) added Map Diagrams, 2) linked the Map Diagrams together, 3) Enabled the hardware and, 4) linked your hardware to your Map Diagrams.

As you can see in the image above, the Maps screen has a ribbon bar giving you quick links to other areas of the program (and a link to this help file).

The main area of the screen will display your map diagrams and, of course, the icons on the floor images will change state when the hardware conditions change, for example: door forced.

NOTE: If you are monitoring multiple floors in a building, the software will automatically switch between floor images only if alerts have been setup for the monitored hardware.

You can also right-click on the hardware sensor icons and operate the hardware... for example; right-click on a door icon and you will be able to unlock the door.
Next chapter >> Operate the Hardware
Operate the Hardware

This section assumes you have already followed the appropriate instructions for adding and linking hardware to your map diagrams.
1.0 Controlling Outputs

1. From the Telepathy home screen, click on the Maps icon.
2. Right-click on a sensor icon that represents an output on the system.
3. You will see there are three options for operating the output (Pulse, On or Off).
4. The appearance of the icon will change in accordance to the state of the output relay.
2.0 Controlling Doors

1. From the Telepathy home screen, click on the Maps icon.
2. Right-click on a sensor icon that represents a door.
3. You will be able to choose from various unlock and lock options.

- **Temp Unlock** - Unlocks the door for the programmed unlock time (default unlock time is 5 seconds).

4. Select Mode from the menu and you will see Lock, Unlock, Lockout and Lockdown.

- **Lock** - Will put the door into its locked state (if it is unlocked).
- **Unlock** - Will unlock the door (if it is locked).
- **Lockout** - The door will be locked (if it was unlocked), card access will not longer work but the RTE will work.
- **Lockdown** - The door will be locked (if it was unlocked), card access will no longer work and neither will the RTE.

Next chapter >> [Monitoring you Facility](#)
System Monitoring

Once the hardware has been enabled in the Doors.NET software it becomes available to monitoring in the Telepathy client.

Fly-out text.\(^1\) Fly-out.\(^2\)

---

\(^1\)Here is some general text for a footnote. Replace this with your own content.
\(^2\)Here is some general text for a footnote. Replace this with your own content.
Monitoring your Facility

Once you have linked your map diagrams together and then linked your hardware to the diagrams you will then be ready to monitor your access control system in real-time.
1.0 General Monitoring

1. From the home screen, click on the Maps tile.

2. If your Telepathy client is setup as three-levels deep (i.e., country, building then floors), the map diagrams will be displayed as below:
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3. But, of course, the display will be different if you only have a single building or if you are monitoring multiple buildings but in the same approximate geographical area, such as a University campus or hospital.

4. If you are using the default icons (taken from the icon library), the icons, in their normal, secure state, will be displayed in green.

5. An icon will immediately go red if for example, the door is forced/held open, if an input goes active or if a controller goes offline (depending, of course on what hardware type the icon represents.

![Map Screenshot](image)

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<tr>
<th>STATUS</th>
<th>PROCESS TIMESTAMP</th>
<th>USER</th>
<th>MESSAGE</th>
<th>PRIORITY</th>
<th>TIME</th>
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1.1 Using a Map Key

You can use a 'map key' so you can easily identify what each icon on your maps diagrams represents. Initially you have to create a separate image which has all your icons displayed on it - along with text that describes the purpose of the icons. For example, use Paint or Photoshop to produce a background image with the icons you will be using and text descriptions of your icons, such as shown below:
1. From the Telepathy home screen, click on the map editor icon.

2. Click the Add icon.

3. Enter a new name, for example; **Map Key**.
4. Click the **Load Background** button and select the separate image that you created with the text descriptions added.
5. You now need to select the Map Key option.

6. Then save.
7. Next, select a floor plan image that you wish the key to be displayed on.
8. Depending on whether you wish the map key to display on the right of the floor plan or beneath it, select the new image from either the Map Key Right or the Map Key Bottom option.

9. Click the Save Page icon, followed by Save Diagram, followed by Reload Pages.
10. Open the floor plan in the Maps screen and you will see the new map key displayed alongside the floor plan.

Next Chapter >> Alerts and Acknowledgment
Event History

You can very easily retrieve a list of all of the events history of a hardware object, for example, a door.

1. From the Telepathy home screen, click on the Maps tile.
2. Right click a sensor icon located on one of the floor maps.
3. Select **History**.
1.0 Alerts and Acknowledgement

You can use alerts in the map client to provide enhancements to the system event monitoring. When a hardware object (for example: a reader or input) is setup, as an alert, the icon on the map will be more clearly identified (it might be constantly rotating), the event will also be displayed in the alerts grid (located at the bottom of the Maps screen).

You can also setup an alert to require acknowledgment, so the event will continue to display until it has been acknowledged by a system operator. You can also require the system operator to enter notes or a specific password before the event is cleared.

1.1 Creating an Alert

The following steps explain how to setup an alert for a door forced-open event at a specific reader. An alert is setup using the standard Doors.NET client.

Create the Filter

1. Log into the standard Doors.NET client. (Default username and password - both admin.
2. Go to Setup >> Filters.
3. Click the Add Filter button.
4. Enter a new description for the filter, for example Door Alert Filter.
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5. Press the save icon (upper left corner).
6. Go to the Messages tab and locate the specific message type; 'Reader Contact - Forced Open'.
7. Select this specific message.
8. Save again.
9. Go to the Acknowledge tab and select for 'Reader Contact - Forced Open' to be acknowledged.
10. Save once again.

Assign the Filter

While still in the Doors.NET client:

1. Go to Setup >> Hardware Setup.
2. Expand the controller in the hardware tree and locate the reader that you will sign the alert to.
3. Select the reader and the reader properties will be on the right.

4. Ensure that Advanced View is enabled for the properties. Click the orange atom icon to toggle the feature On/Off.
5. Scroll down the reader properties and locate the **Monitoring** section.
6. Set **Use this Filter** to the new filter you just created.
7. Set **Require Acknowledgment** to Yes.

8. Save the reader properties.
9. The reader is now setup to create alerts.

1.2 Receiving and Confirming Alerts

Now that the reader is setup to generate alerts, it will create an alert every time the door-forced event occurs.
Alerts can be viewed from the bottom grid of the Telepathy client. When the specific alert appears in the alerts grid, the door icon that represents that specific door will also be displayed more animated than just simply changing colour. By default, all the library icons in alert state will rotate and pulse in size. You will have to confirm the alert AND return the door to its closed state before the icon goes back to displaying normally.

1. From the Telepathy home screen, click on the Maps icon.
2. You will see the alerts grid located at the bottom of the screen.
3. Force open the door that you are working with.
4. The icon for that door will be displaying differently.
5. The alert text will appear at the top of the alerts grid (the information includes a time stamp of when the event occurred, the message type and the name of the reader).
6. To confirm the alert, double-click the text, then click the confirm button and the alert text will disappear.
NOTE: The door icon will only go back to its normal state once the alert has been cleared AND when the door has returned to its secure/closed state.

1.3 Alert Acknowledgment

By default, to confirm an alert all you need to do is click the Confirm button. You can however, also configure an alert to require specific operator-input, such as some notes or a specific password before the alert can be confirmed. Alert Acknowledgment is configured using the Device Type settings in the Doors.NET standard client.

Require a Password

1. Log into the standard Doors.NET client. (Default username and password - both admin.
2. Go to Setup >> Device Types.
3. Click Add Device Type button.
4. Enter a description for the new device type, for example, Door-Forced.
5. Select **Must Confirm**.
6. Select **Require Password**.

7. Enter a specific password that will need to be entered by the operator to confirm the alert.
8. Save the device type (save icons in the top-left).
9. To clear the alert in the Telepathy client, you will need to enter the specific password and then click Confirm.
Require Notes

When the alert is configured to 'Require Notes', the operator will have to enter a note before the alert can be confirmed within Telepathy. The note must be at least 3 characters in length.

- Follow steps 1-4 from the previous section.
- Ensure Must Confirm is selected and Require Notes.

- Save the device type (save icons in the top-left).
- To clear the alert in the Telepathy client, you will need to enter notes before you can confirm.

Next Chapter >> Server Settings
Server Settings

The server settings section allows you to connect to multiple Doors.NET installations using a single Telepathy client. All the maps images for each of the remote sites are stored locally at the PC which Telepathy is being run from.

The following steps explain how you can add the server settings for connecting to an additional remote Doors.NET installation.

1. From the Telepathy home screen, click on the green Settings icon.

2. By default you will see the local system information.
3. Click the Add icon.
4. Select the new entry.
5. Server type stays at the default value of Doors.NET.
6. Enter a new description for the remote server/PC.
7. Enter the IP address for the remote server/PC.
8. Server port should remain at the default of 11000.
9. Click the Save button.
10. The new entry will now be saved to your list of available servers.