

# Table of Contents

How to Configure Alerts .....

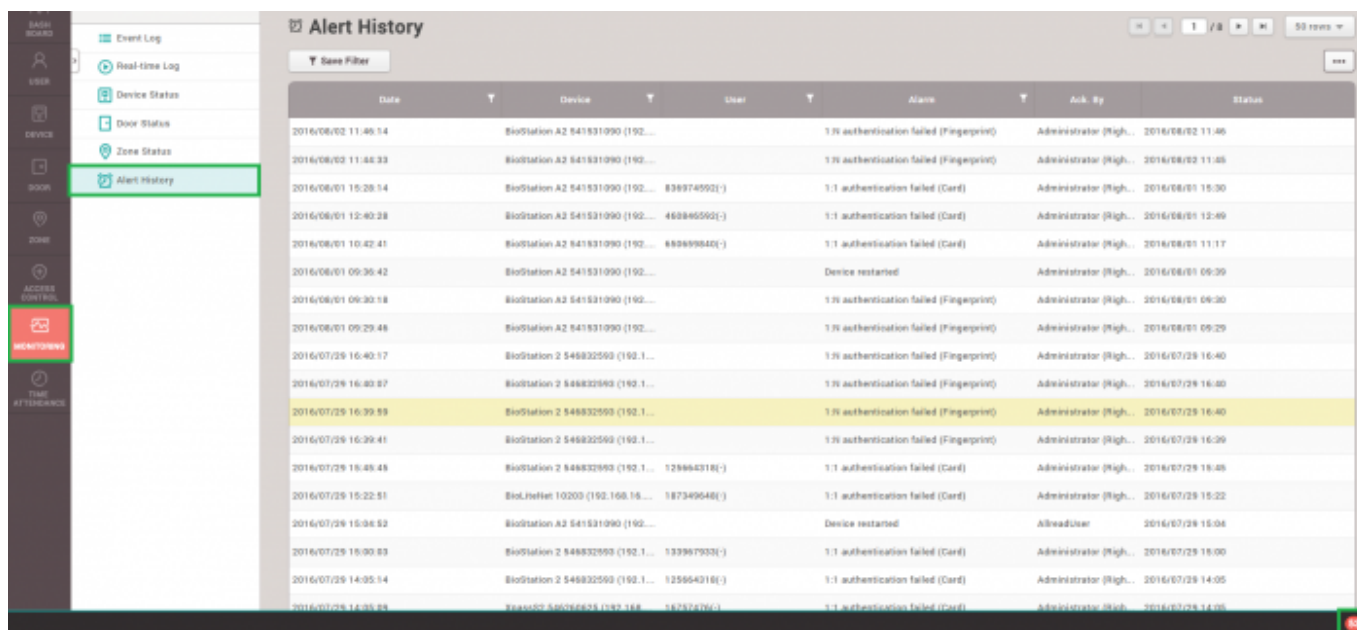
1

[System Configuration](#), [BioStar 2](#), [Alert](#), [custom alert](#), [alert sound](#)

# How to Configure Alerts

The alert feature is used to notify the BioStar administrator when specific device/door/zone/authentication event occurs.

The Alert history can be accessed through the Alert History menu or the alert count on the bottom right corner of the BioStar web client.



The screenshot shows the BioStar web client interface. On the left sidebar, the 'Alert History' menu item is highlighted with a green box. The main area displays the 'Alert History' table with the following data:

Date	Device	User	Alarm	Ack. By	Status
2016/08/02 11:46:14	BioStation A2 541531090 (192...		1:N authentication failed (Fingerprint)	Administrator (High...	2016/08/02 11:46
2016/08/02 11:44:33	BioStation A2 541531090 (192...		1:N authentication failed (Fingerprint)	Administrator (High...	2016/08/02 11:44
2016/08/01 15:28:14	BioStation A2 541531090 (192...	838974592(-)	1:1 authentication failed (Card)	Administrator (High...	2016/08/01 15:30
2016/08/01 12:40:28	BioStation A2 541531090 (192...	468846592(-)	1:1 authentication failed (Card)	Administrator (High...	2016/08/01 12:49
2016/08/01 10:42:41	BioStation A2 541531090 (192...	898899840(-)	1:1 authentication failed (Card)	Administrator (High...	2016/08/01 11:17
2016/08/01 09:36:42	BioStation A2 541531090 (192...		Device restarted	Administrator (High...	2016/08/01 09:39
2016/08/01 09:30:18	BioStation A2 541531090 (192...		1:N authentication failed (Fingerprint)	Administrator (High...	2016/08/01 09:30
2016/08/01 09:29:48	BioStation A2 541531090 (192...		1:N authentication failed (Fingerprint)	Administrator (High...	2016/08/01 09:29
2016/07/29 16:40:17	BioStation 2 548832593 (192.1...		1:N authentication failed (Fingerprint)	Administrator (High...	2016/07/29 16:40
2016/07/29 16:40:07	BioStation 2 548832593 (192.1...		1:N authentication failed (Fingerprint)	Administrator (High...	2016/07/29 16:40
2016/07/29 16:39:59	BioStation 2 548832593 (192.1...		1:N authentication failed (Fingerprint)	Administrator (High...	2016/07/29 16:40
2016/07/29 16:39:41	BioStation 2 548832593 (192.1...		1:N authentication failed (Fingerprint)	Administrator (High...	2016/07/29 16:39
2016/07/29 16:48:48	BioStation 2 548832593 (192.1...	129864318(-)	1:1 authentication failed (Card)	Administrator (High...	2016/07/29 16:48
2016/07/29 15:22:51	BioStation 10203 (192.168.16...	187349648(-)	1:1 authentication failed (Card)	Administrator (High...	2016/07/29 15:22
2016/07/29 15:04:52	BioStation A2 541531090 (192...		Device restarted	Administrator (High...	2016/07/29 15:04
2016/07/29 15:00:03	BioStation 2 548832593 (192.1...	133987930(-)	1:1 authentication failed (Card)	Administrator (High...	2016/07/29 15:00
2016/07/29 14:05:14	BioStation 2 548832593 (192.1...	125864318(-)	1:1 authentication failed (Card)	Administrator (High...	2016/07/29 14:05
2016/07/29 14:05:09	BioStation 2 548832593 (192.168...	56787476(-)	1:1 authentication failed (Card)	Administrator (High...	2016/07/29 14:05

There are 3 ways the alert function will alert the event to the administrator.

1. The specified event will be colored red (color is not customizable) on the real-time log.

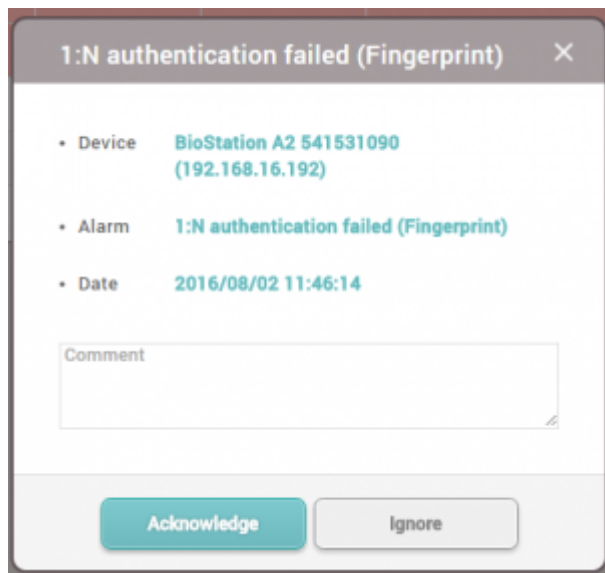


The screenshot shows the 'Real-time Log' interface. The table below shows a single event highlighted in red:

Date	Door	Device ID	Device	User	Zone	Event	View
2016/08/02 11:44:33		541531090	BioStation A2 ...			1:N authentication failed (Fingerprint)	

2. A popup message will appear which the administrator can acknowledge or ignore.

[message is customizable :follow ["Configuring the Popup Message"](#) at the bottom of this article]

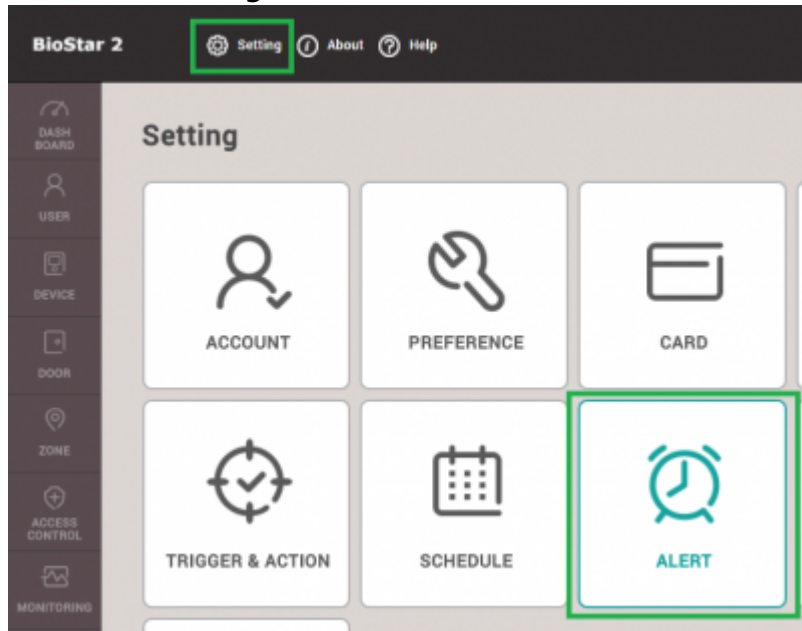


3. A sound will be played at the occurrence of the event.

The sound feature is only available BioStar 2 version 2.3 or above

==== Configuring the Real-time Log Event Message ====

1. Click on **Setting** > **ALERT**.



2. Click on the checkbox for the events you want alerts for and click **Apply**.

Device	Door	Zone	Authentication
<input type="checkbox"/> Supervised Input (Open)	<input type="checkbox"/> Held door open alarmed	<input checked="" type="checkbox"/> Scheduled lock zone alarm detected	<input type="checkbox"/> Access denied (Soft anti-passback)
<input type="checkbox"/> Supervised Input (Short)	<input checked="" type="checkbox"/> Forced door open alarmed	<input checked="" type="checkbox"/> Fire alarm zone alarm detected	<input type="checkbox"/> Access denied (Hard Anti-passback)
<input checked="" type="checkbox"/> Tamper on	<input checked="" type="checkbox"/> Held door opened	<input checked="" type="checkbox"/> Anti-passback zone alarm detected	<input checked="" type="checkbox"/> Access denied (Blacklist)
<input checked="" type="checkbox"/> RS-485 disconnected	<input checked="" type="checkbox"/> Forced door opened		<input checked="" type="checkbox"/> Access denied (Expired)
<input checked="" type="checkbox"/> Device restarted			<input checked="" type="checkbox"/> Access denied (Disabled user)
			<input checked="" type="checkbox"/> Access denied (Invalid access group)
			<input checked="" type="checkbox"/> Access denied (Forced lock schedule)
			<input checked="" type="checkbox"/> 1:N duress authentication succeeded
			<input checked="" type="checkbox"/> 1:N authentication failed
			<input checked="" type="checkbox"/> 1:1 duress authentication succeeded
			<input checked="" type="checkbox"/> 1:1 authentication failed
			<input checked="" type="checkbox"/> Fake Fingerprint Detected

3. Now the checked event will appear red on the **Real-time log** when the event occurs.

Date	Door	Device ID	Device	User	Zone	Event	View
2016/08/02 11:46:14		541531099	BioStation A2 ...			1:N authentication failed (Fingerprint)	
2016/08/02 11:44:39		541531099	BioStation A2 ...			1:N authentication failed (Fingerprint)	

==== Configuring the Popup Message ====

1. Click **Settings > ALERT** to enter the **Alert** menu.
2. Click on the document icon.

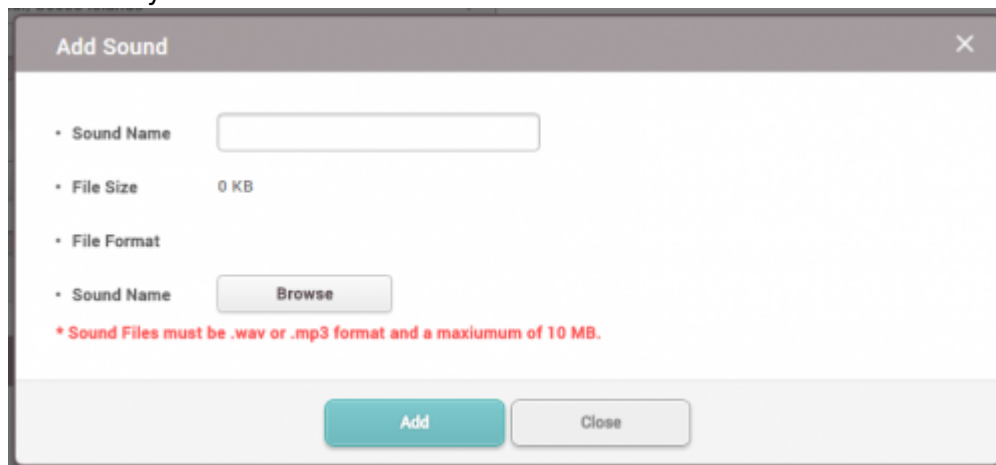
3. Enter your message and click **Apply** to save the settings.

==== Configuring the Sound Alert ====

1. Click **Settings > PREFERENCE**.
2. Click **+ Add** button in the **Sound** tab.



3. Browse your PC and add a sound file.



4. Click **Add** and then click **Apply**.

5. Click **Settings > ALERT**.

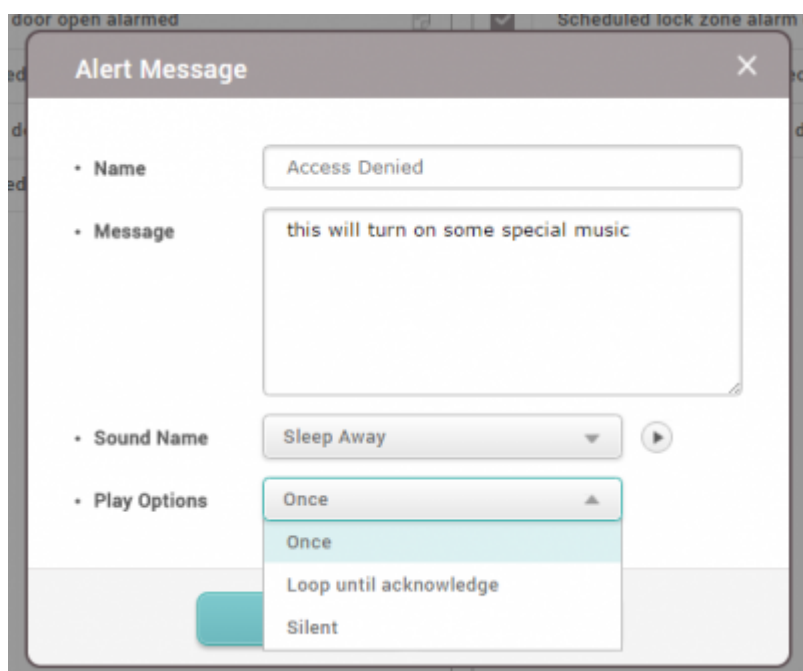
6. Click on the document icon of a desired event.

7. On the Sound Name drop box select the sound you uploaded on the preference menu.

8. Select your play option.

**Once** will run the sound file once

**loop until acknowledge** will run the sound until you click acknowledge on the popup menu that appears when the event occurs.



From:

<http://kb.supremainc.com/knowledge/> -

Permanent link:

[http://kb.supremainc.com/knowledge/doku.php?id=en:how\\_to\\_configure\\_alerts&rev=1662455191](http://kb.supremainc.com/knowledge/doku.php?id=en:how_to_configure_alerts&rev=1662455191)

Last update: **2022/09/06 18:06**