



GW3-TRBO™

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Support

Customer satisfaction is our number one priority at Genesis. We are here to provide you with the best software possible, and we want to know when you have any questions, concerns or problems with GW3-TRBO so that we can make it a better product for everyone.

Refer to the Troubleshooting & Support section of this manual for complete support and contact information.

Document History

Revision	Description	Author
2.0.5	Initial Release	JAW

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About this Manual

Goals

This manual describes the role and function of the Channel module and GUI in the GW3-TRBO solution.

Who Should Read This Manual?



This manual is written for an intended audience of novice to mid-level trunked system users and novice to mid-level PC users.

How This Manual Is Organized

This manual is organized as follows:

- **Overview:** Defines the Channel GUI and the organization of the channel information.
- **Using Channel:** provides instructions on reading the Channel data and setting up the GUI to satisfy your viewing needs.

This manual contains the following images, used to indicate that a segment of text requires special attention:

-  **Additional Information:** Additional information is used to indicate shortcuts or tips.
-  **Warning:** Warnings are used to indicate possible problem areas, such as a risk of data loss, or incorrect/unexpected function.

Important Note

The MOTOTRBO ‘backbone’ that GW3-TRBO uses is a powerful stream of data that, as time goes by, will be revealing much more of its power. You may notice GW3-TRBO terms, setup options or real-time activity properties that may not make sense in the current MOTOTRBO world. If you see terms, options or properties that are not adequately explained in your GW3-TRBO documentation, please contact support, look in the Glossary section of the GW3-TRBO Manual Shell, or on our GW3-TRBO web site. If you see terms, options or properties that you understand, but do not pertain to MOTOTRBO, please disregard them for the time being. As new MOTOTRBO features are added over time, you will begin to understand that your GW3-TRBO is ready for those MOTOTRBO enhancements!

Chapter 1

Overview

This chapter defines the Channel screen and the organization of the channel information.

This chapter contains the following sections:

- **What is Channel?:** Defines the Channel screen.

What is Channel?

The Channel GUI displays real-time, decoded channel activity, diagnostics and busies. The Channel GUI displays activity for each channel on individual virtual repeater channel blocks.

MOTOTRBO uses a technique called Time Division Multiple Access, or TDMA, to split each physical channel into two timeslots (sometimes called *logical channels*). For the sake of simplicity, the Channel GUI treats each timeslot as a separate channel—that is, each timeslot gets its own channel block to display real-time activity occurring on that slot.

The diagnostics and busies are shown in their own respective lists on the left side of the screen.



This screen’s information is volatile. This means that if you close this screen, Channel will not save the information in the Diagnostics and Busies lists or any information in the channel monitors.



Channel resources, such as systems, zones, sites and channels, reflect the changes made to these resources in the Alias module. For example, if you change a site’s alias in Alias, Channel will reflect this change. These changes may take up to 30 seconds to propagate to the Channel screen.

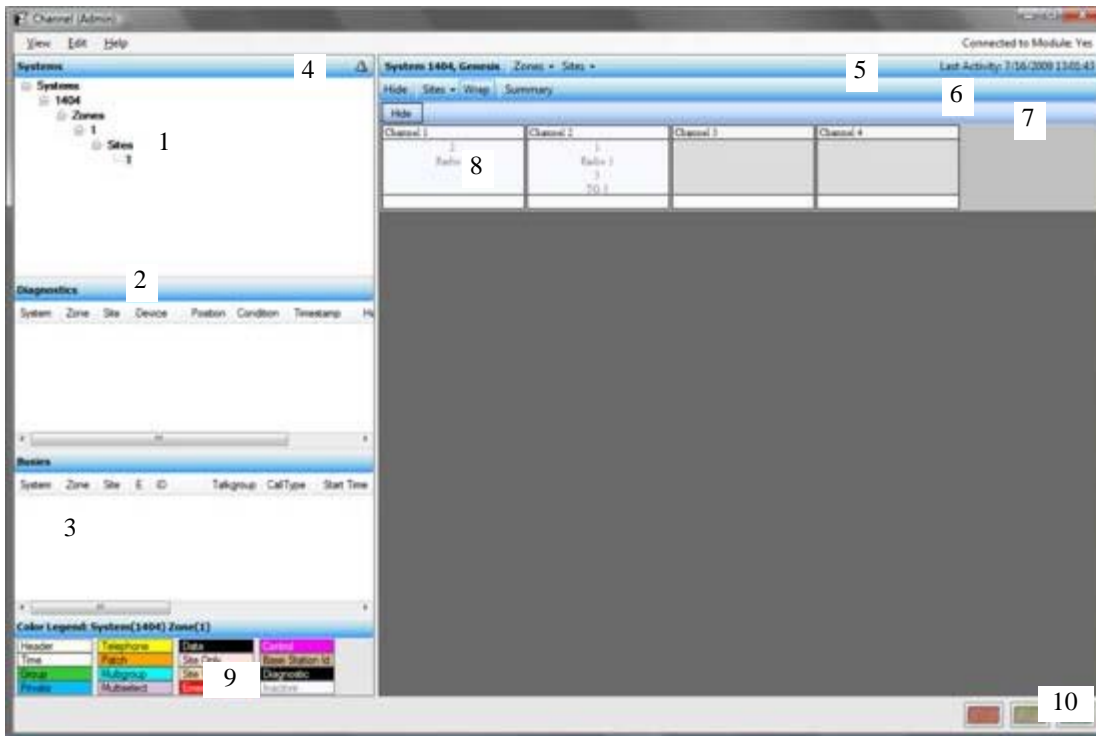


Figure 1.1 – Channel Screen

The following parts of the Channel screen are labeled in the image above:

1. System Panel
2. Current View label
3. Busies
4. Sounds Button
5. System Activity header
6. Zone Activity header
7. Site Activity header
8. Channel Box
9. Color Legend
10. Threshold Lights

Chapter 2

Using Channel

This chapter provides instructions on understanding the Channel data and setting up the screen to satisfy your viewing needs.

This chapter contains the following sections:

- **Positioning Channels:** Describes how to position channels within a site.
- **Understanding Channel Status Data:** Describes each type of data displayed in the Channel screen.
- **System Activity View:** Describes each section of the real-time system, zone, site and channel-based display.

Positioning Channels



This section references setup processes in the Alias screen. Please refer to document ‘GW3-TRBO Alias Book’ (600-2.0.5-G.1) for

instructions on using the Alias screen.

The Channel screen is only aware of channels that are dynamically added in the Alias module or manually imported via the Alias screen. To allow the alias screen to dynamically add channels, select the **Dynamically Add Channels** on the Site Options panel within the Alias module GUI.



Figure 2.1 – Dynamically Add Channel Option in Alias Configuration

For optimal performance, the Channel screen requires that channels be positioned sequentially. This can be done in the Alias GUI. Assign a **Position** value to each dynamically added channel. The actual **Position** values assigned to each channel can be arbitrary, but must be distinct.

Once the channels are assigned a position, the Channel screen shows the channels in order of their position.



If a channel is marked as **Available** (not currently used) in the Alias screen, the GW3-TRBO Channel screen will not display activity on this channel.



It is necessary to close and reopen the Channel screen for changes to channel position (done in Alias) to take effect.

Understanding Channel Status Data

The Channel screen displays a vast amount of information. This information is organized and displayed in the following areas:

- **Information Pane:** Shows the currently selected system; any diagnostics and busies; and the *Color Legend*.
- **Activity Panel:** Shows site-based channel blocks when a site is double-clicked in the Systems Panel.

Information Pane

The *Information Pane* contains multiple panels that may be resized or collapsed as desired. In addition to these panels, the *Information Pane* also contains the **Sounds** button.

- **System Panel:** Shows each system, zone and site that currently exists in the Alias database.
- **Diagnostics:** Future releases of GW3-TRBO will show real-time diagnostic information here as it is received.
- **Busies Panel:** Shows real-time busy activity as it occurs.
- **Color Legend:** Shows the meaning of channel activity colors.

Systems Panel Data

The **Systems** Panel shows the tree of known system resources which pertain to the channel hierarchy. In this hierarchy:

- Zones exist under systems
- Sites exist under zones
- Channels exist under sites

This tree view structure displays this hierarchy down to the site level. To display channels on an existing site,

double-click on a site in the **Systems** Panel's resource tree. To view this activity at the zone level, double-click on a zone.

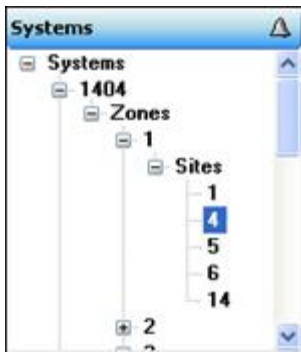


Figure 2.2 – Systems Panel Resource Tree

Diagnostics Panel Data

The **Diagnostics** list shows each diagnostic that has been issued by a repeater since the Channel screen was opened. Each diagnostic in the list contains the following information:

- **System:** The System on which the diagnostic occurred.
- **Zone:** The Zone on which the diagnostic occurred.
- **Site:** The Site on which the diagnostic occurred.
- **Device:** The device, such as a board or control, within the controller that reported the diagnostic.
- **Position:** The Channel position on which the diagnostic occurred.
- **Condition:** The condition of the reported device.
- **Timestamp:** The date and time this diagnostic was received.
- **Hardware:** System type.
- **Count:** The number of times this diagnostic packet was received.



Figure 2.3 – Diagnostics List



Two types of diagnostics are currently available: one to let you know when a Capacity Plus channel is not available, another to indicate signal interference. Future releases of GW3-TRBO will be able to report malfunctions with repeaters on your system, such as a fan failure, overheating or transmitter failure.

Busies Panel Data

Busy packets are displayed in the **Busies** Panel as they are received over the control channel. The following information is shown for each received packet:

- **System:** System on which the call occurred.
- **Zone:** Zone on which the call occurred.

- **Site:** Site on which the call occurred
- **E:** This column contains a flag indicating if the call was an emergency. If this was an emergency busy, this value will be 1. Otherwise, it will be 0.
- **ID:** Radio ID that initiated the busy call.
- **Talkgroup:** Group, if any, on which the busy call took place.
- **Call Type:** Call type of the busy call. This can be one of the following:
 - Group
 - Private
 - Radio Data
- **Start Time:** Date and time the call started.
- **End Time:** Date and time the call ended.
- **Elapsed Time (ms):** Duration of the call.
- **Coded:** Flag indicating if the call was coded.
- **Digital:** Flag indicating if the call was digital.
- **System Wide:** Flag indicating if the call was site wide.

System	Zone	Site	E	ID	Talkgr...	CallType	Start Ti

Figure 2.4 – Channel Busies List

Busy calls are shown in the **Busies** Panel only if the Alias module is aware of the system, zone and site on which the busy is occurring. For example, if a zone is not listed in the resource tree in Alias, busies occurring in that zone will not be listed in Channel. See the Alias manual book for information on how to enable the dynamic adding of zones and sites. The dynamic adding of resources will allow all busies for the currently selected system to be listed in Channel.

While a busy call is in the system’s busy queue, it will show as a red entry in the list. Once the entry leaves the queue, it will show as a gray if it was a partial busy and black if it was a global busy. The **Active Busies** at the bottom of Channel will be shown in red when there are active busies and black otherwise.

Color Legend

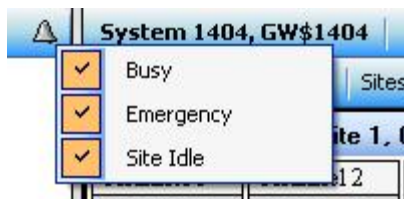
The **Color Legend** shows the current color settings as configured via the **Sites** Menu discussed earlier in this document and depicted in Figure 2.7.

Color Legend: No Zone Selected			
Header	Telephone	Data	Control
Time	Patch	Site Only	Base Station Id
Group	Multigroup	Site Wide	Diagnostic
Private	Multiselect	Emergency	Inactive

Figure 2.5 – Color Legend

Sounds Button

Click this button to toggle sounds on or off as desired



Currently there are three available sounds:

- **Busy:** plays whenever a busy call occurs.
- **Emergency:** plays whenever an emergency call occurs.
- **Site Idle:** plays whenever a site has not had activity for longer than the number of seconds that is set as its idle interval.

System Activity View

To show the *System Activity View*, double-click on a system, zone or site in the *Systems Panel*. This will open the *System Activity View* for the system associated with the system, zone or site you double-clicked on. The *System Activity View* is made of the following parts:

System Header

The *System Header* shows the following system-level information:

- **System ID:** ID of the system.
- **System Alias:** Alias of the system.
- **Zones:** Adjust settings for all zones in this system.
- **Sites:** Adjust settings for all sites in the system.
- **Last Activity:** Date and time of the last activity received by this system



Zones Menu

The *Zones Menu* on the *System Header* contains the following options:

- **View:** Allows selection of the summary/detail and wrapped/unwrapped of all zones within the system.
- **Background:** Allows for selection of background images for all zones within the system.

Sites Menu

The *Sites Menu* on the *System Header* contains the following options:

- **Hide All:** Hide all channel displays of all sites within the system.
- **Show All:** Show all channel displays of all sites within the system.
- **Sort:** Allows for ascending or descending sorting of sites by ID or alias.
- **Font:** Allows for modification of the font used throughout the system.
- **Call Info:** Allows for selection of what information to display about activity in all channels within the system.
- **Width:** Allows for modification of the channel or site width.
- **Colors:** Allows for modification of the foreground and background colors of each activity type.
- **Background:** Allows for selection of background images for all sites (collectively) within the system.
- **Idle Timer:** Allows for setting the idle interval of all sites within the system.



The following options on the *Sites Menu* may be disabled when conflicting settings are detected in one or more zones within a system: **Hide All**, **Show All**, **Font**, **Call Info**. Changing the summary view settings on one or more zones may allow use of these options on the *System Header*.

Zone Header

The *Zone Header* shows the following zone-level information:

- **Hide/Show**: Allows the *Zone Activity Area* under the *Zone Header* to be hidden or shown.
- **Zone ID**: ID of the zone.
- **Zone Alias**: Alias of the zone.
- **Sites**: Site-based options menu.
- **Wrap**
 - **On**: Channels/Sites are shown using as many rows as necessary to avoid the use of horizontal scrollbars.
 - **Off**: Channels/Sites are shown on a single row with horizontal scrollbars used as needed.
- **Summary**
 - **On**: Summarizes all channels in all sites under a zone by showing channels (without call info.) on sites with an adjustable width.
 - **Off**: Shows all channels (with the selected call info.) on sites which span the entire width of the *Zone Activity Area*.
- **Active Channels**: Number of active channels in this zone.
- **Last Activity**: Date and time of the last activity received by this zone.



Sites Menu

The *Sites Menu* on the *Zone Header* contains the following options:

- **Hide All**: Hide all channel displays of all sites within this zone.
- **Show All**: Show all channel displays of all sites within this zone.
- **Sort**: Allows for ascending or descending sorting of sites by ID or alias.
- **Font**: Allows for modification of the font used on channels within this zone.
- **Call Info**: Allows for selection of what information to display about activity in all channels within this zone.
- **Width**: Allows for modification of the channel or site width.
- **Colors**: Allows for modification of the foreground and background colors of each activity type.
- **Backgrounds**: Allows for selection of separate background images for the zone and for all sites (collectively) within the zone.
- **Idle Timer**: Allows for setting the idle interval of all sites within this zone.



The following options on the *Sites Menu* may be disabled based on the currently selected view settings: **Hide All**, **Show All**, **Font**, **Call Info**. Changing the summary view settings may allow use of these options on the *Zone Header*.



Figure 2.6 – Channel Color Configuration

Site Header

The *Site Header* shows the following site-level information:

- **Hide/Show:** Allows the *Channel Activity Area* under the *Site Header* to be hidden (minimized) or shown (maximized).
- **Site ID:** ID of the site
- **Site Alias:** Alias of the site
- **Active Channels:** Number of active channels on this site.
- **Last Activity:** Date and time of the last activity received by this site



Statistics

Right-clicking on a channel, site or zone will cause a context menu to be shown, with an option of viewing statistics. The *QUICK Statistics Window* can not be refreshed and does not update itself as activity is received. It displays a snapshot of known statistics for the moment it was opened.

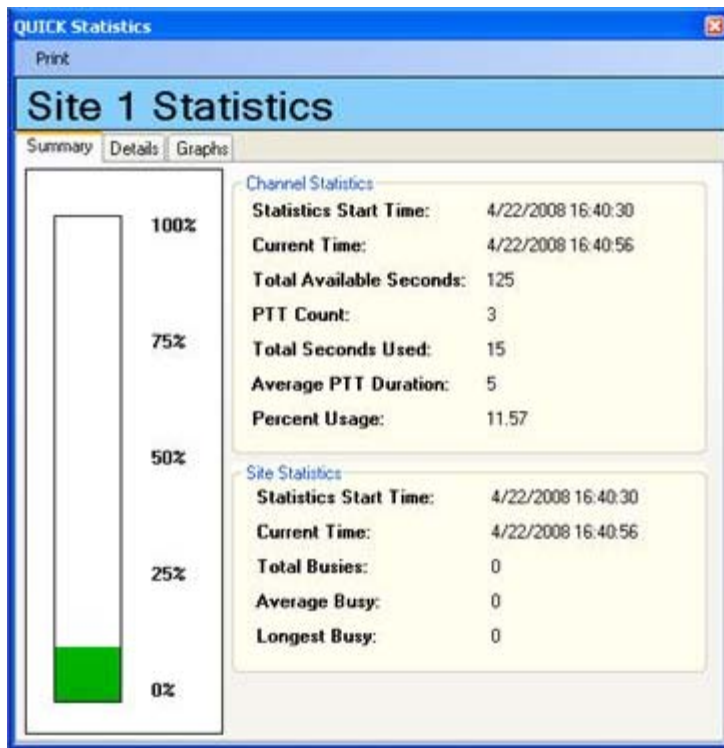


Figure 2.7 – QUICK Statistics Window

The *QUICK Statistics Window* is divided into the following three tabs:

- **Summary:** Gives a high-level view of some commonly asked-for statistics at the channel and site level.
 - Channel statistics include the PTT count, seconds of airtime available, seconds of airtime used, average PTT duration and percent usage.
 - Site statistics include the total, average and longest busy.
- **Details:** Shows a list of the previously mentioned statistics where values for each are logged every five minutes the Channel screen is open.
- **Graphs:** Shows a graph of the previously mentioned statistics, charted over time, in five minute increments.

When opened at the site level, values found in the **Channel Statistics** section on the **Summary** tab represent the combined statistics for all channels within the site and values found in the **Site Statistics** section represent the statistics for the site. When opened at the zone level, values found in the Channel Statistics section on the Summary tab represent the combined statistics for all channels within all sites within the zone and values found in the **Site Statistics** section represent the combined statistics for all sites within the zone. These statistics are only gathered while the Channel screen is open. Each time Channel is closed, all accumulated statistics are lost and cannot be recovered.

Site Idle Interval

The site idle interval determines how long the Channel screen should wait to provide a visual indication that a site is idle (no activity has occurred for 'x' amount of time).

Site idle intervals can be set at the following levels in the hierarchy:

- **Global:** all sites within all visible systems
- **System:** all sites within the currently selected system
- **Zone:** all sites within the currently selected zone
- **Site:** the currently selected site

The global site idle interval can be set under the *Main Menu* by navigating to **Edit → Global Site Idle Interval**.

Right-clicking on a system, zone, or site shown on the right in Channel will provide an option for setting the system-wide, zone-wide or site-specific site idle interval, respectively, as shown in Figure 2.9.



Figure 2.8 – Site Idle Interval option

The desired interval can then be entered into the *Idle Interval Window*, shown in Figure 2.9.



Figure 2.9 – Idle Interval Window

A site's idle state is indicated via the *Site Header*, which turns solid yellow, as shown in Figure 2.10.



Figure 2.10 – A yellow site, indicating it is idle

Channel Activity

The *Channel Activity Area* shows real-time channel-based activity as it occurs.

Channel 1	Channel 2	Channel 3	Channel 4
3 Earp 3 Fire Dept 0:05 D	1 Brooks 1 Police		

Figure 2.11 – Channel Activity

Channel block headers are color coded to indicate which channels are involved in a call across multiple sites or zones. If a call is being sourced from the site being viewed, the '@' symbol will appear on the right in the channel header, as seen in Figure 2.12:

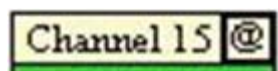


Figure 2.12 – Channel Header

The body of each channel block is colored according to the type of activity it is currently handling and corresponds to the *Color Legend*. Channels that do not contain any text in the body have not yet received activity.

Enhancements

Enhancements for customizing or optimizing the behavior and appearance of channels are configurable on the main menu. The three enhancements to the default behavior and appearance of the *Channel Activity Area* can be accessed by navigating to **Edit → Enhancements** in the main menu.

- **Show Background Images:** Replaces the various gray-scale backgrounds of the Omni, Zone, and Site controls with user-selectable images.
- **Add Expected Channels:** Upon receiving activity on a channel, all channel blocks with a lower position number that have not already reported activity will be automatically added.
- **Variable Channel Heights:** Allows channel blocks to vary in height based on the call information the user has selected to be shown.

These options can be checked (enabled) and unchecked (disabled) from the main menu and are global preferences, saved per user session.

Options

Options are used to further customize how Channel is used. The Options screen can be accessed by navigating to **Edit → Options**.

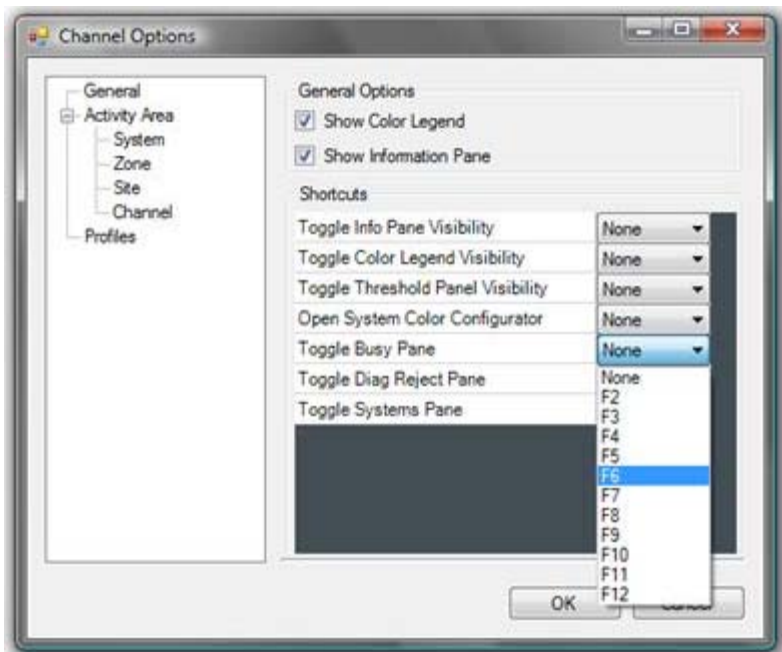


Figure 2.13 – General Options

There are several different sections in the **Options** display that can be accessed by clicking on the appropriate section on the left side of the screen. The first section that shows up is the **General Options** screen. The following options are available here:

- **General Options:** Visibility options that apply to the Channel GUI.
 - **Show Color Legend:** Toggle visibility of the **Color Legend** in the bottom of the **Information Pane** on the left side of the Channel GUI.
 - **Show Information Pane:** Toggle visibility of the **Information Pane** on the left side of the Channel GUI.
- **Shortcuts:** Allows you to assign an option that can be toggled to a function key. (The function keys are the F1-F12 keys that are at the top of the keyboard)
 - **Toggle Info Pane Visibility:** Toggles the **Show Information Pane** option with the designated key.

- **Toggle Color Legend Visibility:** Toggles the **Show Color Legend** option with the designated key.
- **Toggle Threshold Panel Visibility:** Toggles the visibility of the **Threshold Panel** with the designated key. (The **Threshold Panel** is the pop-up window in the bottom right corner with the flashing red, amber, and green lights)
- **Open System Color Configurator:** Toggles the visibility of the **Channel Color Configuration** window.
- **Toggle Busy Pane:** Toggles the visibility of the **Busy Pane** near the bottom of the **Information Pane**.
- **Toggle Diag Reject Pane:** Toggles the visibility of the **Diagnostics Pane** in the **Information Pane**.
- **Toggle Systems Pane:** Toggles the visibility of the **Systems Pane** in the **Information Pane**.

The second section of options is the **Activity Area** options. The **Activity Area** is the main portion of the screen that contains the System, Zone, Site, and individual Channel information. There are individual option screens that allow for modification of options that apply specifically to these sub-sections of the **Activity Area**. The **Activity Area** has the following options:

- **Add Expected Channels:** Upon receiving activity on a channel, all channel blocks with a lower position number that have not already reported activity will be automatically added.
- **Variable Channel Heights:** Allows channel blocks to vary in height based on the call information the user has selected to be shown.
- **Show Background Images:** Replaces the various gray-scale backgrounds of the Omni, Zone, and Site controls with user-selectable images.



The **System** and **Profiles** section in the options menu are intentionally blank. These represent areas that will have options in the future.

Zone Options:

- **Show zone alias:** Show the alias of each zone in the **Zone Header**.
- **Show active channel count:** Show the number of active channels present in the Zone in the **Zone Header**.
- **Show last activity timestamp:** Show the timestamp of the last activity that occurred within this Zone in the **Zone Header**.

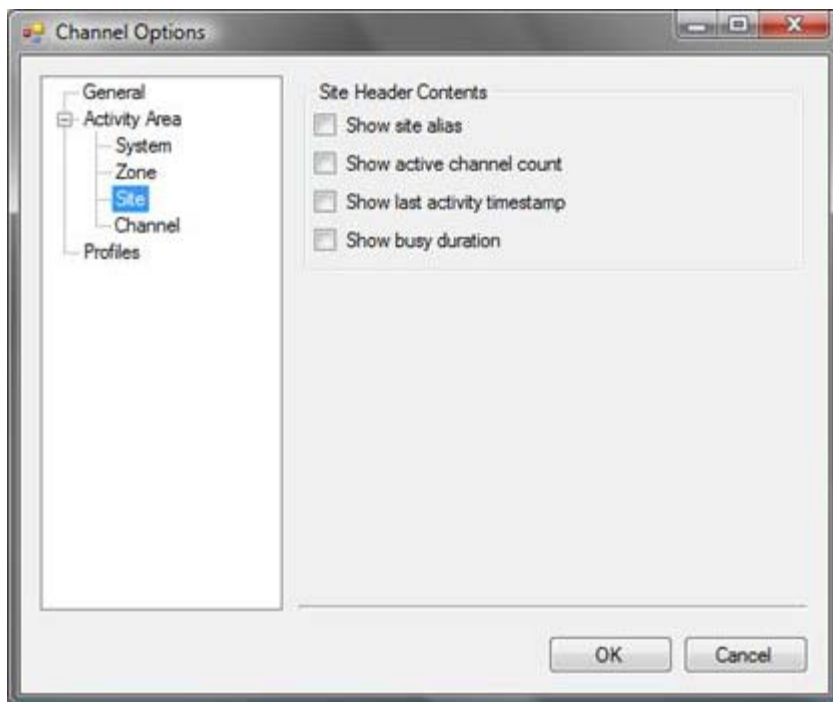


Figure 2.14 – Site Options

Site Options:

- **Show site alias:** Show the alias of each site in the **Site Header**.
- **Show active channel count:** Show the number of active channels present in the Site in the **Site Header**.
- **Show last activity timestamp:** Show the timestamp of the last activity that occurred within the Site in the **Site Header**.
- **Show busy duration:** Show the duration of busies that occurred within the Site in the **Site Header**.

Channel Options:

- **Use colors from Alias:** Use the colors that are defined in the Alias module in the presentation of channels.

Alias Colors

Channel activity information displayed within each channel can be shown using the colors selected in the Alias module for radio IDs and talkgroups, as shown in Figure 2.16. This setting can be toggled on or off under the *Main Menu* by navigating to **View** → **Use Alias Colors**.

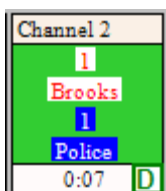


Figure 2.15 – Channel activity shown with the colors specified in Alias.

Packet Information Window

It is possible to get additional information about a call or event by double-clicking on any channel that has received activity.

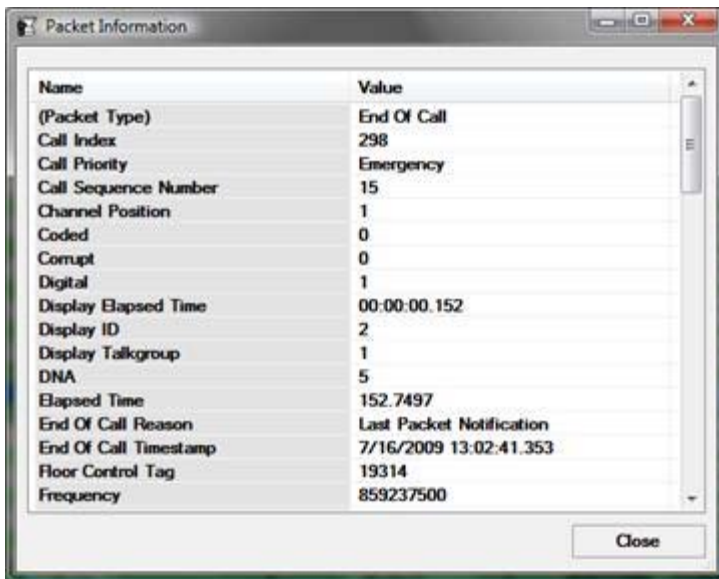


Figure 2.16 – Packet Information Window

The *Packet Information Window* provides a list of all information GW3-TRBO has about the current (or last known) activity for the channel.

Threshold Lights

Threshold lights will flash when Channel receives a message from the Trigger module regarding a threshold that has been reached. Depending upon how the threshold is set up, the red, amber or green light will flash. Clicking on one of the three lights will open the *Threshold Alert* panel (see Figure 2.17).

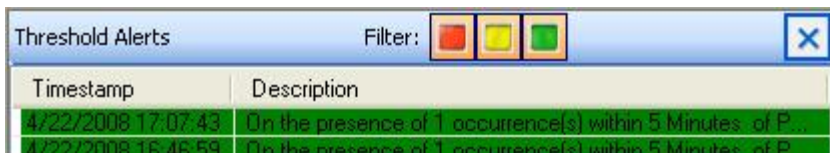


Figure 2.17 – Threshold Alert panel without any filtering enabled

Example Thresholds

Threshold triggers are created in Trigger and can be configured to alert users to a wide range of conditions. The following example would alert users to the absence of call activity.

On the lack of 1 occurrence within 10 minutes of PTT events, trigger this red/amber/green light using the color amber.

The light color should be used to indicate the severity of a trigger, and since it's possible for the previous condition to arise within a fully operational site the amber threshold color has been selected. The next example shows a trigger that causes the red threshold light to flash when more than 5 busies occur in less than 1 minute.

On the presence of 5 occurrence(s) within 1 minute of Busy events, trigger this red/amber/green light using the color red.

See the Trigger module booklet for information about other triggers, detailed setup options and more examples.

Threshold Alert panel

The *Threshold Alert* panel lists all thresholds that have been reached and allows the thresholds to be filtered by color, which corresponds to severity, where green indicates a normal priority and red indicates the highest priority. Each item listed contains the timestamp of when the threshold was reached and its description. Each item will also be displayed in bold until it is acknowledged.

Single-clicking on an item in the list will acknowledge the alert. If a trigger is based upon a threshold event, double-clicking on its threshold alert item in the alert panel will reposition the *Activity View* of Channel to show the site on which the activity was initiated. Alerts of a certain color can be filtered out by turning off the filter lights at the top of the *Threshold Alert* panel. Click the **X** button at the top right of the panel to close it.