

IntelliView Link

Installation, Operation & Programming Manual



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Section 1: Introduction

The Potter IntelliView Link monitors up to 1000 panels and annunciates detailed information. This interface allows the user to read the status of a point on any panel. The location of panel signals can be identified at any time. A one person walk test can be performed using IntelliView. The IntelliView application is supported by Android and iOS compatible mobile devices. Google Chrome is also supported on desktop applications.

Purpose of This Manual

This manual is intended to assist in the installation and programming of the IntelliView Link. Refer to this manual to properly install and program the IntelliView Link. It is recommended that the user follows the procedures as outlined in this manual to assist in proper installation and operation.

IntelliView Overview

Potter's IntelliView can connect and monitor Potter fire systems or IntelliGen Nitrogen Generators. By connecting fire systems to the IntelliView Link, the data sent to the cloud can be accessed through the IntelliView website. Cloud services for Potter fire systems include Test & Inspection Initiation Device Report Generator, automated cloud backup and restoral of fire control panel databases, remote programming of fire alarm control panels, alert of signals, system status and push notifications. Before accessing IntelliView Link, register an account on the IntelliView website www.potterintelliview.com.

Panel Compatibility

The IntelliView Link supports up to 100 compatible fire panels. Compatible fire panels must have Version 6 (or higher) software and include:

- IPA-4000
- IPA-100
- IPA-60
- IPA-4000V
- AFC-1000
- AFC-100
- AFC-50
- AFC-1000V
- ARC-100
- PFC-4064

Section 2: Hardware/Software Requirements

PC/Server Requirements

The IntelliView Link runs as a windows service on a Windows® 10 PC. IntelliView link is a software product, and the PC platform is provided by the customer.

Minimum OS Requirements

- Windows® 10 Professional, 64-bit, English (USA)

Minimum Hardware Requirements

- Intel® i5 (or equivalent) 2.6 GHz
- 128GB Solid state drive
- 8GB RAM
- 4 USB ports
- USB keyboard
- USB mouse
- 22" (min) monitor, 1920 x 1080 resolution

Software Specifications

- Requires .NET version 4.7.2
- Requires MS Visual C++ 2017 Redistributable

Anti-Virus Software Compatibility

Computer security is critical to the long term operation of your system. It is important to protect your system against ransomware, Trojans, viruses, and other types of malware. IntelliView-Link has been tested extensively with McAfee VirusScan Enterprise + AntiSpyware version 8.8 as well a Microsoft Defender.

- McAfee
- Microsoft Defender

IT: Ethernet/IP Network

IntelliView Link and the Potter fire panels require an Ethernet wired 10/100/1000 Mbps connection. The TCP/IP network infrastructure between fire panels may utilize many different technologies that support the low bandwidth needs of the IntelliView Link system. These include wire, fiber, wireless, and radio.

IT: IntelliView Link Network Bandwidth

IntelliView Link is an extremely low bandwidth system. Actual bandwidth usage will depend on the number of panels. A worst-case system with 1000 Panels will use .0110 Mbps

IT: IP Addresses

The IntelliView Link, PCs and fire panels, require static IP addresses. Using static IP addresses will reduce the risk of communication problems. Potter requires an IP latency of less than 200ms.

IT: License Validation Communications

The IntelliView Link will attempt to connect to the Potter license server daily. It will use www.potterlink.com, https protocol, and tcp port 443 for this function. If the client is unable to connect for 30 days, IntelliView Link will announce a trouble signal. When this occurs, it is imperative that within the next 7 days either the client connects to the license server or an offline license code, generated on www.potterlink.com, is entered into the client. Information regarding the offline license code are detailed in this manual. IntelliView Link will support sites (such as military) without Internet connectivity - work with your Potter technical support representative to get further information.

IT: Windows User Permissions

An administrator account does not need to be used, but it is acceptable to do so. IntelliView Link is intended to always be active on the computer unless performing maintenance on the PC.

IntelliView Link does not support LDAP or Windows Active Directory accounts.

IT: Disabling Windows Updates

It is important that the Windows operating system be kept current with the latest releases. It is also important that Windows updates do not disrupt the monitoring of your life safety system. It is recommended that Automatic Updates are enabled and set to the option for “notify for install”. A site-specific plan should be created that allows for the installation of the updates while minimizing impact to fire protection.

1. Press the Windows logo key + R then type gpedit.msc and click OK.
2. Go to Computer Configuration > Administrative Templates > Windows Components > Windows Update.
3. Double-click Configure Automatic Updates.
4. Select Enabled in Configured Automatic Updates on the left.
5. In the Options box select item 3 - Auto download and notify for install.
6. Click Apply and OK.

Note: If you need to update your Windows version later, you can repeat the steps above, then select Enabled to turn on this feature.

IT: Cybersecurity

The IntelliView Link includes the following cybersecurity features:

- Data in transit is secured using HTTPS encryption.
- Data at rest is secured using industry standard encryption.
- Individual user access rights are restricted using a permission scheme.
- All passwords are stored using industry standard hashing and salting algorithms.
- Potter recommends including installation of all OS and Software patches and updates as part of the normal maintenance routine.

IT: Port Requirements

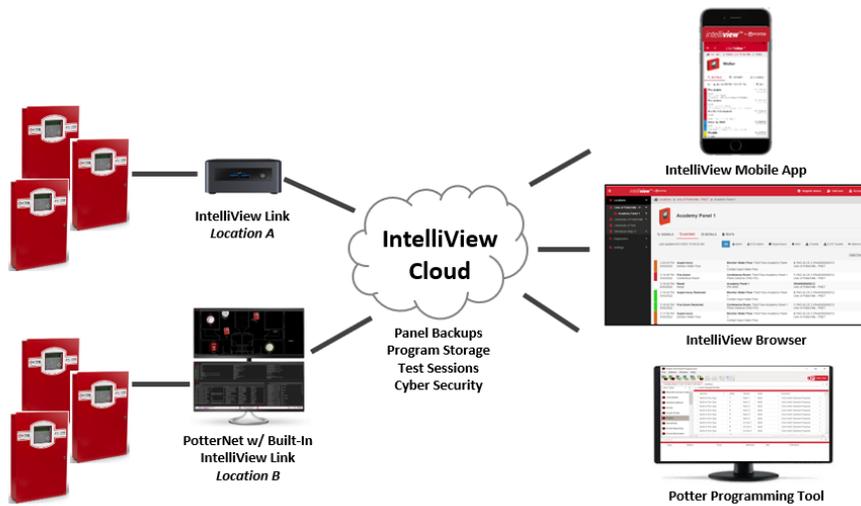
IntelliView Link requires that specific ports on the external and internal firewalls be open. This section summarizes the ports and protocols that will be used. This information should be provided to the appropriate IT personnel in order to be sure all equipment is configured properly.

Initiating Software or Product	Receiving Software or Product	Port	Protocol	Notes
IntelliView Link	FACP	32000	TCP	Default port of 32000 is configurable and may be changed
IntelliView Link	FACP	69	UDP/ TFTP	Periodically copy the configuration from each FACP
IntelliView Link	www.potterintelliview.com	8883	TCP/ MQTTS	Communications with the Potter Intelli-View server
IntelliView Link	www.potterlink.com	443	TCP/ HTTPS	Connection to Potter licensing server

Section 3: Ordering & Licensing

The IntelliView Link can be ordered using the following information. Note that PotterNet includes the IntelliView Link software and licenses - you do not need to order anything additional to use IntelliView Link with PotterNet. Customers provide a compatible Windows 10 platform for the IntelliView Link software.

Model	Description	Stock No.
INTELLIVIEW-LINK-STANDARD	IntelliView Link Standard is a free license that enables a user to connect up to 1000 panels to the cloud server and have access to the panel through a mobile app and web interface. This license is free and will enable basic functions in the IntelliView App.	3993027
INTELLIVIEW-LINK-PREMIUM	IntelliView Link Premium enables a user to connect up to 1000 panels to the cloud server and have access to the panel through a mobile app and web interface. The license enables the advanced features of IntelliView. Features include: System Overview, Signals Display, Point Information/Read Status, Panel History, Push Notifications/One Person Walk Test, Panel Control When Testing. Unlimited number of App users. This is a yearly subscription. One license is needed for each panel on the IntelliView Link	3993028
INTELLIVIEW-LINK-PREMIUM-SUB	1-Year subscription renewal for INTELLIVIEW-LINK-PREMIUM. If INTELLIVIEW-LINK-PREMIUM is not renewed, the application will revert to and operate as INTELLIVIEW-LINK-STANDARD.	3993030



IntelliView Link Licensing Information

Prior to installation of the IntelliView Link software on a computer, it is required that the Potter dealer purchase the necessary licensing. All licenses will be placed in a PotterLink license pool. This pool is only accessible by the dealer. During the IntelliView Link installation, the dealer will be requested to enter their PotterLink user name, and password in order to access the license.

IntelliView Link Subscription Information

IntelliView Link offers a Standard subscription and a Premium subscription. The Standard subscription is free with limited features. The Premium subscription offers more features as seen in the table below.

Feature	Standard	Premium
Pay per Connected Panel	Free	✓
System Overview	✓	✓
Signals Display	✘	✓
Point Information	✘	✓
Panel History	✘	✓
Push Notifications	✘	✓
Control (When Testing)	✘	✓
Test & Inspection	✘	✓
Panel Database Backup	✘	✓
Remote Panel programing	✘	✓

Licenses must be renewed before expiring to continue Premium benefits. Sites can upgrade the license for IntelliView Link from Standard to Premium by purchasing the license from Potter.

Section 4: Installation Instructions

IntelliView Link utilizes a software-based license system that requires connectivity to the internet during installation. It specifically requires access to <https://www.potterlink.com> (PotterLink). The software on the PC will attempt to authenticate with PotterLink every 24 hours. Over a 30-day period it is required that IntelliView Link connect to PotterLink at least once in order to maintain a valid license. For customers that cannot provide internet access there is an option that allows Potter to provide an access code. This manual process must be performed at least every 30 days.

To get an offline code:

- Login to PotterLink
- Select “Licenses” at the top of the page
- Find the appropriate license for the computer
- Select the green “Go To” button on the right

The offline code will appear near the bottom of the page.

Software licenses are tied to a customer, computer and license number. When the software authenticates with PotterLink it will send this information. If any of this information has changed then it will not succeed in the authentication. If, after 30 days, the software does not successfully authenticate, the IntelliView Link will automatically generate a trouble that will recur until the license is authenticated. Contact Potter technical support to get a license update if you replace your PC or major components within the PC (e.g. HDD/SSD).

The software link can be found in the IPA section of the Potter Electric Signal Co. website. To get to the link:

1. Log in to IPA section of pottersignal.com.
2. Access the software section of the web site (<https://www.pottersignal.com/documents/software>) and locate the IntelliView Link software.
3. Download the IntelliView Link to the PC that will be running the software.

To begin the install, double-click the “exe” file.

In the setup window, install any additional software components if prompted, then click “Next” to begin the installation.

Figure 1. Install Additional Software Components

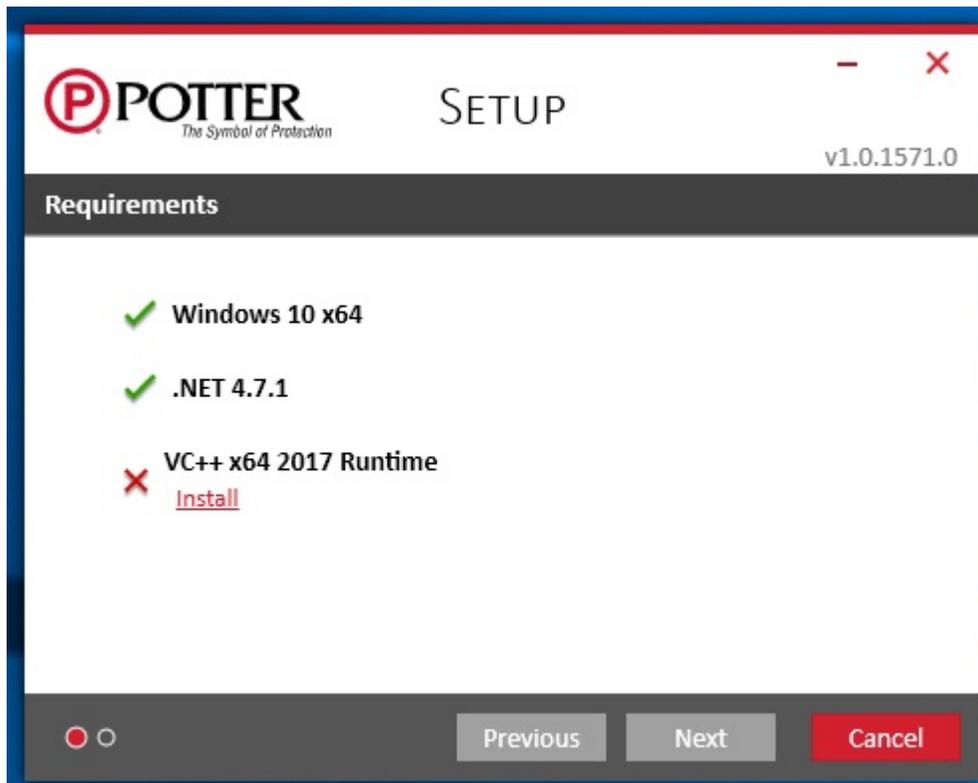
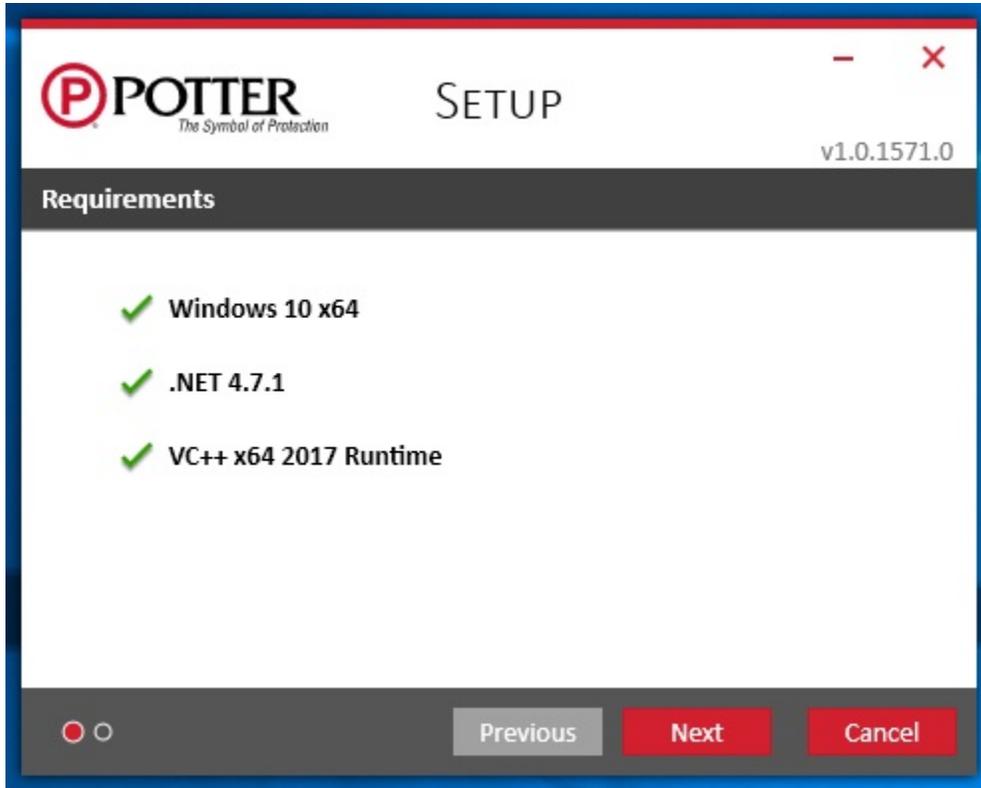
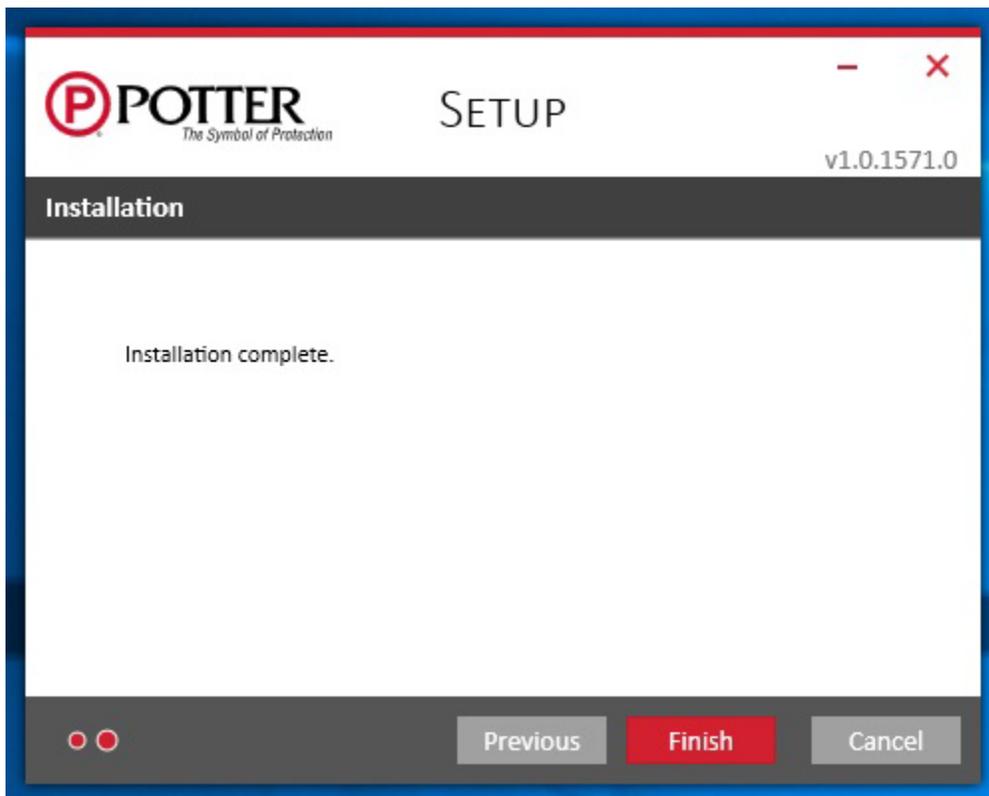


Figure 2. All Necessary Software Installed



When installation is complete, click the “Finish” button. The IntelliView Link Registration window will automatically open. Go to the Software Registration section in the manual to proceed.

Figure 3. Installation Complete



Section 5: Software Registration

This section covers how to configure the IntelliView Link software with the PotterLink licensing server.

NOTE: Registration must be performed by a qualified Potter fire systems dealer that has access to PotterLink. The Potter dealer must have already purchased a license from Potter before proceeding past this point in the installation. The software will not function without a valid license available in PotterLink. For more information and guidance refer to the Ordering & Licensing section of the manual.

The system will request the PotterLink username and password following the installation of the IntelliView Link (see Figure 4).

Figure 4. Enter Username and Password

Once logged in, enter the following:

1. Computer Name: Default will be the Windows® computer name. It is encouraged that you give the computer a simple but meaningful name (e.g. ABC University Police Station) in order to make it easy to identify in the future.
2. Customer Name: This is a required field. This is the name of the customer that will be using IntelliView. Use a simple but meaningful name (e.g. ABC University) in order to make the license easily identifiable within PotterLink.
3. License: This is the pool of unused IntelliView licenses that the dealer has purchased and are available to be installed. Select the appropriate license for this installation.
4. Then select REGISTER.

Figure 5. Registration Screen

Section 6: Create IntelliView Account

IntelliView Link is a web portal that allows the fire panels to communicate with the Potter cloud server (www.potterintelliview.com). You will need to create an account in Potter IntelliView prior to completing the setup of the IntelliView Link.

1. Go to www.potterintelliview.com
2. Select “Register”
3. Enter all the appropriate information. Be sure to save the email address being designated to IntelliView and password. It will be needed to configure the IntelliView Link.
4. Select “Register”
5. A confirmation email will be sent to the designated email account. Open the email and select “Activate your account” (Please note that it is possible that the email could go to a junk/spam/quarantine folder)
6. The link will route to www.potterintelliView.com. A screen should appear saying the account is now active.

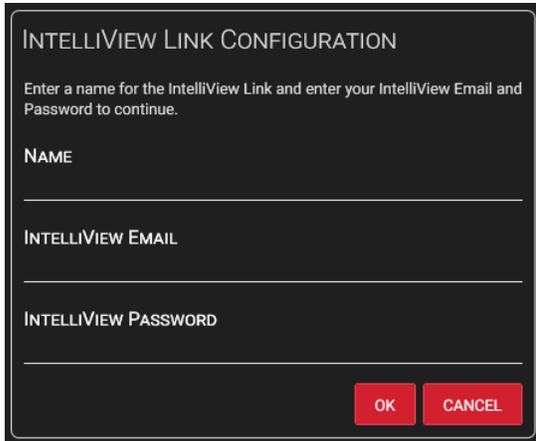
Return to the IntelliView link and complete the commisioning

Section 7: Software Setup

This section covers how to configure the IntelliView Link and ensure all active fire panels are connected to it.

After the registration, the following IntelliView Link Configuration screen will be displayed. Enter the name for the IntelliView Link. Edit the default Port Number and Network Number if necessary. Select OK.

Figure 6. Registration Screen



INTELLIVIEW LINK CONFIGURATION

Enter a name for the IntelliView Link and enter your IntelliView Email and Password to continue.

NAME

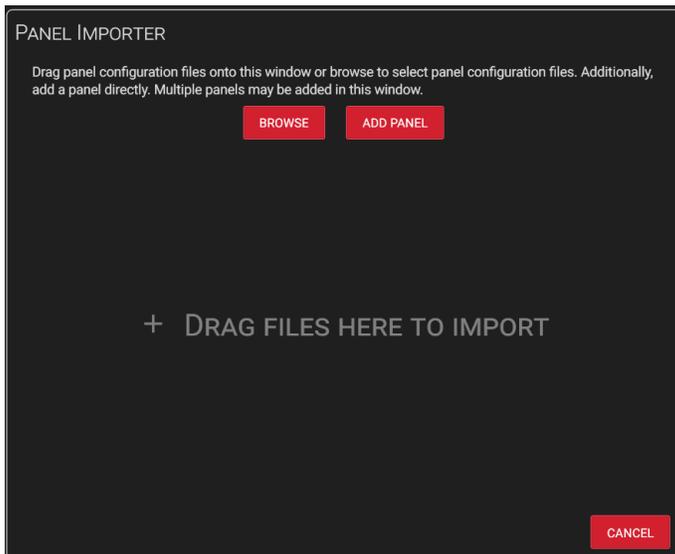
INTELLIVIEW EMAIL

INTELLIVIEW PASSWORD

OK CANCEL

The IntelliView Configuration and Panel Importer will open. The Panel Importer window allows the user the ability to streamline the initial configuration process so that the software may be quickly set up to communicate with all the active fire panels. There are multiple methods available for importing/ adding panels to the software:

Figure 7. Initial Pnael Import



PANEL IMPORTER

Drag panel configuration files onto this window or browse to select panel configuration files. Additionally, add a panel directly. Multiple panels may be added in this window.

BROWSE ADD PANEL

+ DRAG FILES HERE TO IMPORT

CANCEL

- Browse - Opens the standard open file dialog which allows for locating Panel Configuration files (.fpcf) on the PC. Multiple files can be selected for import at once by using CTRL + Click or SHIFT + Click. Using this method, the software attempts to extract as much information as possible from the file(s). The panel importer extracts all panel configuration data from this file. If there is any missing information in the file then you will be prompted for the information. Common fields that could be missing in these files are the panel IP Address and Serial Number.
- Drag and Drop Files - Panel Configuration files (.fpcf) can also be dragged from the File Explorer on the PC and dropped directly onto the Panel Importer window. Multiple panel files can be dragged and dropped onto the window at the same time. The Panel Importer extracts all panel configuration data from this file. If there is any missing information in the file then the IntelliView Link will prompt for the information. Common fields that could be missing in these files are the panel IP Address and Serial Number.

- Add Panel (Retrieve from Network) - This option is typically chosen if the fire panels are currently communicating on the IP network and they have a supervised user code configured from the Potter Programming tool. It can also be used if the panels are not on-line but the supervised user code is available for use along with the IP address and the serial number of the panel that will be added to the system. Clicking this option will open the Add Panel window (see Figure 8)..

Figure 8. Add Panel

ADD PANEL

Enter the IP Address and User Code of the panel. The panel configuration file will be retrieved from the network.

USER CODE

IP ADDRESS

OK CANCEL

In this window, enter the following:

- User Code - This is the PC Connect Supervised Single user code that has been programmed for this panel in the Potter Fire Panel Programmer under the Users tab.
- IP address - This is the IP address configured for the panel. The IP address is typically a fixed IP assigned by your IT department. The IP address can be found in the Potter Fire Panel programmer under the LAN Settings tab. NOTE: Fire panels are required to have a static IP address.

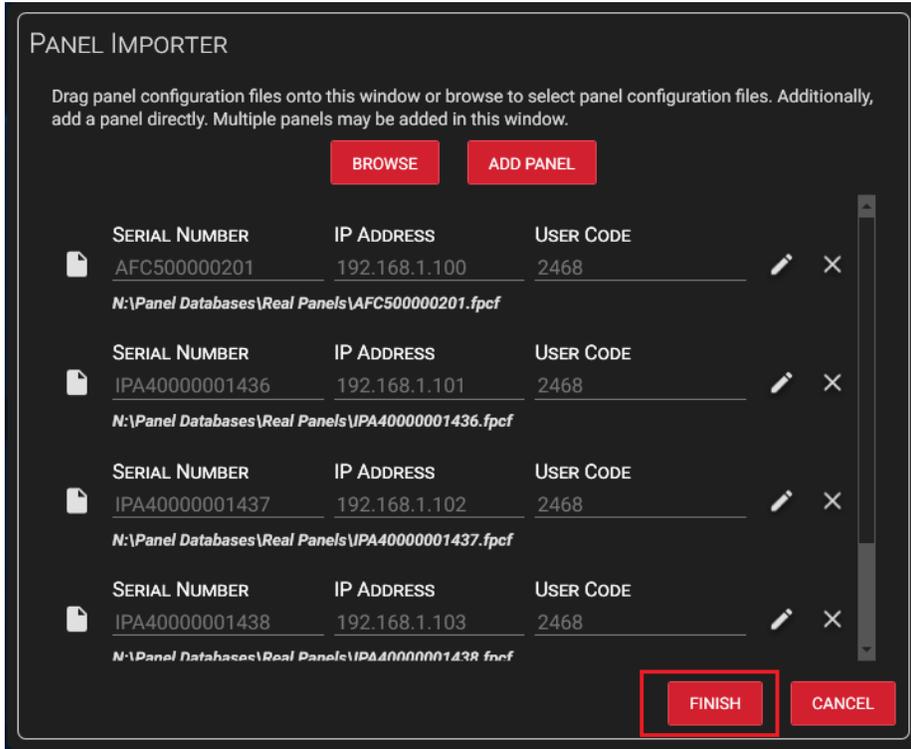
Click “OK”

IntelliView Link will attempt to retrieve the configuration from the panel. If it is successful, the window will close and the panel will be added to the list of panels to import. If it is not successful, then the serial number will be required in order to add the panel to the list.

Panels that are communicating over the IP will import all the necessary data. At this point users will be ready to begin connecting to the IntelliView BMS system on the site. Panels that are not communicating over the IP network will be added to the IntelliView Link, but users must get them communicating in order to fully commission the system. Alternatively, users can follow the Browse or Drag & Drop procedures to import the Potter Programming tool fpcf data file.

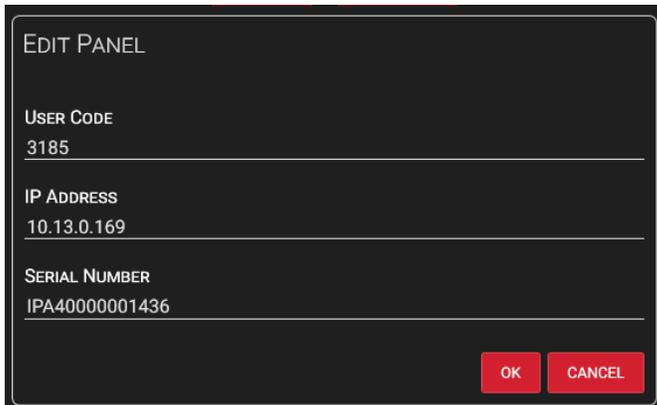
Panels that are communicating over the IP will import all the necessary data. At this point users will be ready to begin connecting to the IntelliView BMS system on the site. Panels that are not communicating over the IP network will be added to the IntelliView Link but users must get them communicating in order to fully commission the system. Alternatively, users can follow the Browse or Drag & Drop procedures to import the Potter Programming tool fpcf data file.

Figure 9. View Panel List



Two buttons become available for each panel as they are added to the list. Clicking the  button will remove the panel from the list of panels to be imported. Clicking the  button will allow users to edit the information listed for that panel (see Figure 10).

Figure 10. Edit Panel



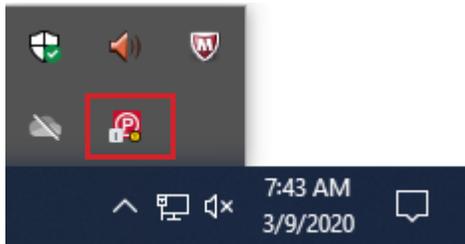
In cases where configuration cannot be retrieved, editing the information and clicking “OK” will perform the same retrieval process by attempting to get the panel configuration. In cases where a file was imported or the configuration was already retrieved, clicking “OK” will simply modify the information and not attempt to retrieve the configuration again.

Once all panels have been added, click the “Finish” button.

After the initial configuration is complete the main IntelliView Link user interface is displayed. Following the configuration of the IntelliView Link, the user interface can be closed by selecting the red X in the upper right-hand corner of the IntelliView Link window. The IntelliView Link Windows service will continue to run on your computer. This can be seen by locating the IntelliView Link icon in the system tray. The system tray is located in the Windows taskbar (usually at the bottom next to the clock) and contains miniature icons for easy access to system functions such as fax, printer, volume, and more. In this tray (you may need to expand it by hitting the arrow - ^) you will find a Potter icon for the IntelliView Link.

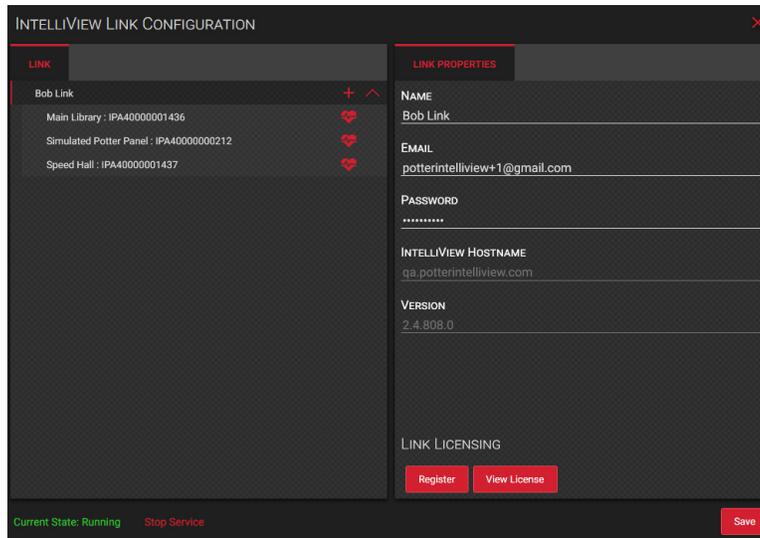
To open the IntelliView Link user interface double click the associated icon.

Figure 11. Open IntelliView User Interface



The main user interface consists of a tree view on the left and properties and settings on the right. In the tree view the IntelliView Link name is listed first. The panels are displayed under the IntelliView Link name. The devices connected to the panels will not be displayed. Selecting either the IntelliView Link or a panel in the left hand pane will display properties and settings for the selected item in the right hand pane.

Figure 12. Panel Properties



NOTE: Once all panels have been added, click the “Save” button.

: Press this to add additional panels to the IntelliView Link. If you have exceeded your license panel count then you will see a trouble window. You can expand your panel count by ordering additional connection licenses.

: Pressing the heart icon next to the panel name and serial number will initiate a panel test. This test will verify that the panel is communicating to the IntelliView link properly.

Start/Stop Service: Starts and Stops the IntelliView Link service. In order for the IntelliView Link service to communicate with the fire panels and a BMS system it must be running.

Current State status: Indicator for the status of the IntelliView Link Service. In a normally operating system this should be green and say “Current State: Running”

Save: All changes made in the user interface will be saved when this is pressed. Closing the user interface will also save the changes automatically.

Section 8: IntelliView Features

In IntelliView there can be an unlimited number of users. The user permissions can be used on fire systems or IntelliGen nitrogen generators.

PotterNet includes IntelliView access and requires no additional licenses or expenditures. Systems without PotterNet run IntelliView Link software on a compatible Windows 10 PC to access the cloud.

Some IntelliView features include:

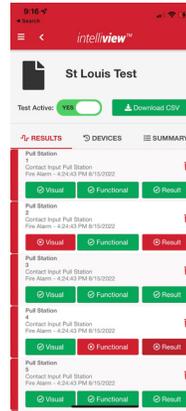
- IntelliView Cloud Services and Apps
 - Alert: Signals, Push Notifications, Read Status, History
 - Backup: Panel program automatically backed up to IntelliView
 - Test & Inspect: App tool for walk test and inspection
 - Program: Potter Programming Tool to access database and remotely program panels
- Able to be installed and running on a panel in five minutes
- Identify the location of panel signals instantly – anywhere at anytime
- Annunciates detailed information– Alarm, Supervisory, Alert, Trouble, Silence
- Filter signals list by any of the statuses
- Suppress push notifications to some users for up to 24 hours
- Acknowledge, Silence, Reset, Enable/Disable, Drill – while panel is in walk test
- Monitor up to 1000 locations or panels
- Alarm summary by location or individual panel
- Read status on any point on any panel
- History of panel activity is maintained for 30 days
- Provide access to only the locations and panels that are needed
- No additional fire panel hardware is required to enable IntelliView
- Android or iOS compatible mobile devices (tablets & phones)
- Supports all IPA, all AFC, and PFC-4064 panels
- Flexible licensing and software service agreement provides latest software updates

Supported Cloud Services

Test & Inspect

Initiation Device Report Generator

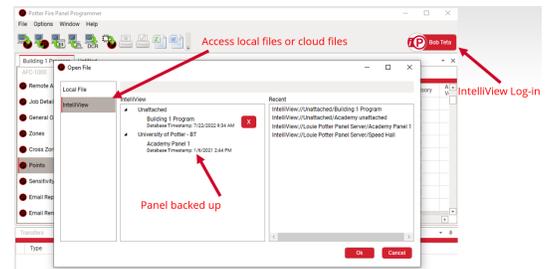
Potter Test & Inspection Initiation Device Report Generator is an automated way to create the NFPA-72 Initiating Device Supplementary Record of Inspection and Testing. This tool eliminates the time-consuming manual process of creating a list of points for the required report. The tool allows a technician to import all the points, mark them as Pass/Fail, document the visual & functional test, and export the results into a file that can be included with the remainder of the user provided NFPA-72 report.



Backup

Automated Cloud Backup & Restoral

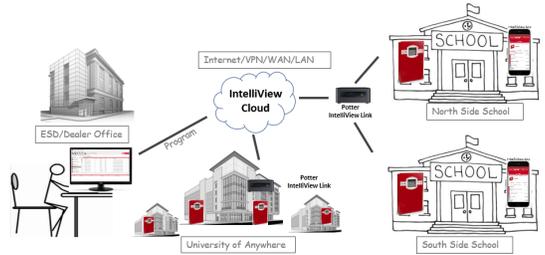
Potter Automated Cloud Backup & Restoral is an automated way to backup Potter fire alarm control panel databases. This tool ensures that the panels program is always available and secure. Technicians can instantly recover the database from the secure server at any time. No need to find the technicians specific computer or the thumb drive with the panel program. This service will save many hours whenever an unfortunate event occurs that requires the system to be reprogrammed.



Program

Remote Programming Tool

Remote panel programming is a reality with Potter panels. Potter Programming Tool databases can be remotely retrieved, edited, and sent to panels from anywhere in the world. This is a great tool when commissioning systems, making updates during a Test & Inspect session, or simply making label changes. No longer does the technician with the knowledge to reprogram the panel have to be on site.** This cloud connection is built into the standard Potter Fire Panel Programmer.



** NFPA-72 Requires that when changes are made to site-specific software, all functions known to be affected by the change, or identified by a means that indicates changes, must be 100 percent tested. In addition, 10 percent of initiating devices that are not directly affected, up to a maximum of 50 devices, must also be tested and proper operation verified.

Alert

Signals, Push Notifications, Status

Panel information is right at your finger tips any time you need it. Receive alerts to any Android or iOS compatible mobile device. Push notifications to the mobile app allow for immediate signal notification. Remote Acknowledge, Silence, Reset, Enable/Disable, and Drill operations are available while a panel is in Walk Test. Prepare for a site visit by retrieving point information and panel history.

