# **PotterNet-FOW**

# Installation, Operations & Programming Manual





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### PotterNet-FOW • 8870092 • REV A • 08/25

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### Section 1: Introduction

The PotterNet-FOW Floor Overview Windows is a UL 864 BSIU (Building System Information Unit) listed status panel. The panel monitors heat and smoke detectors on floors of a facility. Normal, Monitoring, and Unsafe conditions are annunciated for heat detectors on designated floors of a facility. Hoistway Light control and Lamp Test features are included. Lamp Test feature is for PotterNet-FOW only. LED indications monitor various power faults. Floors are customizable up to 50 floors to fit the application. PotterNet-FOW is compatible with the Potter AFC series, IPA series, and ARC-100 panels via an Ethernet connection.

#### **Purpose of This Manual**

This manual is intended to assist in the installation and programming of the PotterNet-FOW status panel. Refer to this manual to properly install and program PotterNet-FOW. It is recommended that the user follows the procedures as outlined in this manual to assist in proper installation and prevent damage to the control panel and associated equipment.

#### How to Use this Manual

Refer to this manual before contacting Technical Support. The information in this manual is the key to a successful installation and setup, assisting you in understanding proper device linking, system requirements, and other guidelines specific to the PotterNet-FOW status panel.

#### **System Overview**

The PotterNet-FOW is designed for use as a fire control panel monitoring system for elevators providing firefighters and first responders instant visibility of lobby condition status.

#### **Agency Listings**

UL 864 software (UOJK-S735) BSIU 62368-1

#### **Capacity & Compatibility**

PotterNet-FOW supports up to 50 floors on a single panel. Compatible fire panels must be version 12.17 or higher. PotterNet-FOW ships with Windows 11.

• IPA-4000V	• AFC-1000V	• ARC-100
• IPA-4000E	• AFC-1000E	
• IPA-4000	• AFC-1000	
• IPA-100	• AFC-100	
• IPA-60	• AFC-50	

#### Common Terminology

Term	Definition
FACP	Fire Alarm Control Panel
	Floor Overview Window panel. Interfaces with a compatible FACP
	to annunciate Normal, Monitoring, and Unsafe conditions for heat
PotterNet-FOW	detectors and Normal and Alarm conditions for smoke detectors
	on floors of a facility. The PotterNet-FOW interfaces with the FACP
	via an Ethernet connection. UL864 BSIU
Studio	Configuration tool where the user can change their configuration of
	PotterNet-FOW

#### **Ordering Information**

Model	Description	Stock No.				
PotterNet-FOW Window, UL 864 software BSIU hardware		3995001				
	Replacement Parts					
PotterNet-FOW-24-DISP	24" Touchscreen FOW Display for PotterNet-FOW	3995002				
PotterNet-FOW-CAB	Surface Mount Enclosure for PotterNet-FOW	3995003				

PotterNet-FOW interface with compatible Potter Fire Alarm Control Panels via Ethernet and 24VDC auxiliary power. Ethernet can be direct from the Fire Alarm Control Panel to the PotterNet-FOW or NCE-1000/NCF-1000 network cards can be used between the Fire Alarm Control Panel and the PotterNet-FOW.

Figure 1 shows the FACP directly connected to the PotterNet-FOW via Ethernet port on the FACP to the Ethernet port on the PotterNet-FOW

Figure 1: FACP direct to PotterNet-FOW

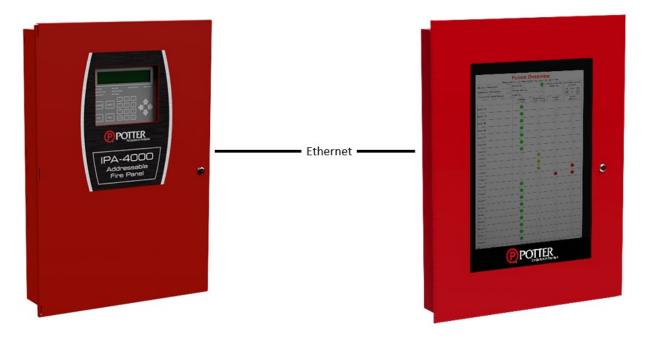


Figure 2 shows an NCE-1000 network card being used with the FACP to interface with PotterNet-FOW via Ethernet. This configuration would be used if the Ethernet on the FACP is being used for other purposes such as IntelliCom, PotterNet, etc. The network card can be mounted in the cabinet of the AFC-1000 and IPA-4000 using the stacker bracket standoffs.

Figure 2: FACP to Network Card to PotterNet-FOW

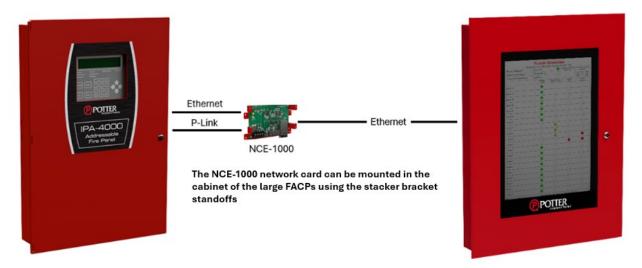
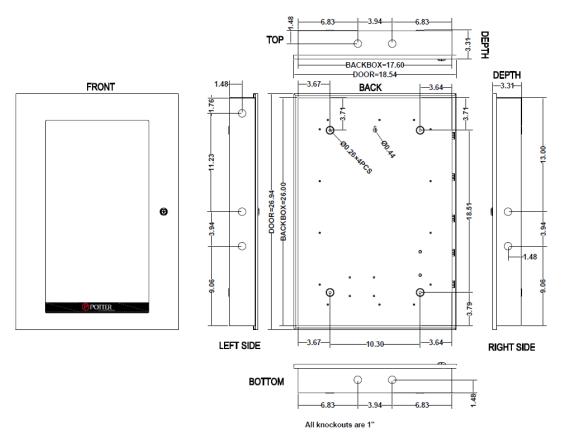


Figure 3: PotterNet-FOW Dimensions



### Section 2: Hardware Requirements

#### **Hardware Installation and Wiring**

Mount the PotterNet-FOW status panel using the mounting holes provided in the back of the cabinet. Various knockouts are provided for wiring routing. PotterNet-FOW can be surface or semi-flush mounted.

It is advisable to remove the inner door of the PotterNet-FOW prior to mounting the cabinet for easier installation.

Replace the inner door when the cabinet is mounted.

All Node PC and Monitor connections are pre-assembled and ready for use. Auxiliary Power and Ethernet connections are required.

#### **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. No other software other than the operating system software and anti-virus/security protection software can be installed on any of the computers running PotterNet.

#### IT: Ethernet/IP Network

PotterNet 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 PotterNet system. These include wire, fiber, wireless, and radio. See Appendix D (Wi-Fi Applications) for one example of how a system may be set up using wireless technology.

The use of shared or dedicated TCP/IP networks is approved by Underwriters Laboratories. A Virtual Local Area Network, VLAN, or a Virtual Private Network (VPN), may be utilized.

A virtual private network (VPN) is preferred for its security when using PotterNet. The VPN extends the private network across a public network. This allows users to privately and securely transmit and receive data across shared or public networks. The private network security (often encryption) and management is inherited by the VPN. Tunneling protocols over existing networks and virtual point to point connections on dedicated circuits are advantages of a VPN.

#### IT: PotterNet Network Bandwidth

PotterNet is an extremely low bandwidth system. Actual bandwidth usage will depend on the number of panels and PotterNet stations.

Product	Bandwidth
PotterNet PC (ea)	514 bits/sec (.0005 Mbps)
Fire Panels (ea)	102 bits/sec (.0001 Mbps)

#### IT: IP Addresses

The PotterNet system, 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

PotterNet will attempt to connect to the Potter license server on a daily basis. 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, PotterNet will annunciate 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. PotterNet 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. PotterNet is intended to always be active on the computer unless performing maintenance on the PC.

PotterNet 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 PotterNet Client network includes the following cybersecurity features:

- Data in transit is secured using TLS 1.2 encryption.
- Data at rest is secured using RC4 Stream encryption.
- Access to the PotterNet system is secured using a system password.
- Individual User access rights are restricted using a permission scheme.
- User passwords are secured using PBKDF2 based on HMACSHA1.
- All passwords require a minimum of 8 characters and 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

MAD Security conducted penetration testing for both the Nitrogen Generator and Fire Panel systems using the National Institute of Standards and Technology (NIST) 800-115, Open

Web Application Security Project (OWASP), Open-Source Security Testing Methodology Manual (OSSTMM), and Penetration Testing Execution Standard (PTES) methodologies. This technical testing effort was focused on assessing the security of these devices and their associated hardware by actively attacking and reviewing the physical hardware, applications, network interactions, interfaces, and source code associated with these systems. Overall, these systems were found to be well protected, with no security vulnerabilities discovered that would allow an attacker to fully compromise the system or impact intended functionality of the system.

#### **IT: Port Requirements**

PotterNet 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
PotterNet Studio	FACP	69	UDP	Panel importer to copy the configuration from a newly added FACP. Trivial File Transfer Protocol (TFTP)
PotterNet	PotterNet	32001	TCP	PotterNet TCP connection
PotterNet	PotterNet Server	32002	TCP	PotterNet database synchronization
PotterNet	FACP	32000	TCP	This is the default port used by the fire panels. Potter recommends using this port. If the port on the FACP is changed, then it needs to be addressed in the firewall settings.
PotterNet	PotterLink (66.206.193.20 0)	443	TCP/ HTTPS	PotterNet connection to Potter Licensing Server

## Section 3: System Power and Ethernet

#### 24VDC Power Connection - PotterNet-FOW:

Wire 24VDC contact power from the Fire Alarm Control Panel or Auxiliary Power Supply to the power board in the lower right side of the PotterNet-FOW status panel. When powered from the FACP a 3 amp NAC circuit is required due to the start up in-rush of slightly less than 3 amps. An I/O circuit only provides 1 amp of power and cannot be used.

#### **Ethernet Connection:**

Connect the fire alarm control Ethernet to the LAN connector on the PotterNet-FOW assembly to the board with the various connectors

#### **System Power Up**

When 24VDC is applied, the PotterNet-FOW will cycle through a start-up process. A license screen to add a license will appear. Once licensing is completed, the Studio application will appear to allow for configuration options. Refer to Section 4 for instructions.

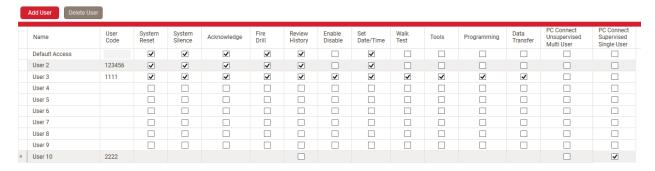
## Section 4: Panel Programming

The Fire Alarm Control Panel (FACP) will need to be programmed for the Floor Overview Window operation. The following sections describe required programming through the Potter Panel Programmer utility.

#### **Users:**

A PC Connect User Code must be added to the panels program. Under Users choose Supervised or Unsupervised. It is recommended to use Supervised as the panel will enter a trouble condition if the connection is lost.

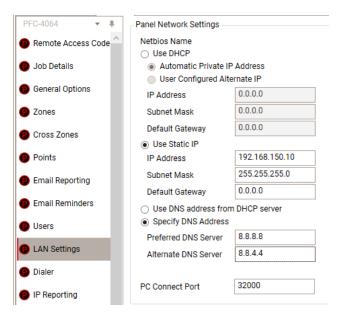
Figure 4: User code example:



#### **LAN Settings:**

The FOW PotterNet system, PCs and fire panels, require static IP addresses. Using static IP addresses will reduce the risk of communication problems. Under LAN settings select, Use Static IP, and configure desired IP address settings.

Figure 5: Static IP Example



#### Job Details:

Address Lines 1 through 4 can be used for customized text that will appear near the top of the PotterNet-FOW panel. Addresses and company or facility name are examples of text that can be added to appear on the PotterNet-FOW and status panel.

Figure 6: Job Details Example

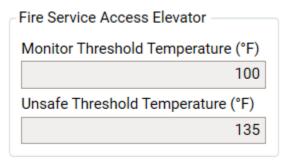


#### **General Options:**

Monitor and Unsafe Temperature Thresholds are programmed in this section.

Monitoring Threshold Temperature can set from 90°F to 134°F. Default is 100°F Unsafe Threshold Temperature can be set from 135°F to 185°F. Default is 135°F

Figure 7: Monitor and Unsafe Threshold Temperature Programming Example



Note: PAD-HD detectors are settable from 135°F to 185°F for Unsafe Threshold. All other PAD heat combination detectors are fixed at 135°F for the heat sensor.

#### **Points:**

The PAD series HD heat detectors, PHD smoke/heat detectors, and PD smoke detectors are used for PotterNet-FOW purposes.

Address the detectors for Floor Overview Window monitoring on each floor and add them to the panel program. It is advisable to name the detectors according to the floor location.

Contact input modules will be used for monitoring the various power faults. A PAD100-MIM or PAD100-SIM is typically used for each power fault. These are programmed as a Supervisory type.

Figure 8: Contact Input Point Programming Example

First Floor	112	FSAE HW Lights PWR	PAD-SIM/MIM ▼	Contact Input Supervisory	~	
First Floor	113	FSAE Normal PWR	PAD-SIM/MIM ▼	Contact Input Supervisory	<b>✓</b>	
First Floor	114	FSAE Emergency PWR	PAD-SIM/MIM *	Contact Input Supervisory	<b>✓</b>	
First Floor	115	FSAE Ventilation PWR	PAD-SIM/MIM ▼	Contact Input Supervisory ▼	✓	

PotterNet-FOW provides the indication of the various conditions and does not require additional modules or relays.

#### **Hoistway Switch Points**

The Hoistway Switch on the PotterNet-FOW panel is used to control the Hoistway lights. A PAD100-TRTI is typically used where one relay is programmed for Hoistway Lights On and another relay is used for Hoistway Lights Off. The one of the inputs is used for Hoistway Manual On and the other input is used for Hoistway Manual Off.

Note: Hoistway Manual Off and Hoistway Lights Off are optional and used if required by the Authority Having Jurisdiction. If required, inputs and relays will be used. A PAD100-TRTI is ideal for Hoistway light control.

Figure 9: Hoist Relay and Input Programming Example

First Floor	105	Hoistway Light CTRL	PAD-TRTI ▼	Multi Module	
First Floor	105.1	HW On Relay	Relay 1	FSAE - Hoistway On Relay	*
First Floor	105.2	HW Off Relay	Relay 2	FSAE - Hoistway Off Relay	*
First Floor	105.3	HW Manual On	Input 1	FSAE - Hoistway Manual On	*
First Floor	105.4	HW Manual Off	Input 2	FSAE - Hoistway Manual Off	*

#### Zones:

Add and label zones for each floor that are annunciated on the PotterNet-FOW status panel. An example of a common zone name is Floor X where X is the floor number.

#### Zone Overview:

- An FSAE Style Zone is required for Hoistway Lighting Control.
- An FSAE Style Zone is required for each floor's heat detector.
- A separate zone (either Alarm or Supervisory) is required for smoke detectors
- A Supervisory Style Zone is required for monitoring the various power faults.

Program each zone designated for Floor Overview Window floors as FSAE under Style at the top of the Zones section.

Figure 10: Zone Style Example:



#### **FSAE Style Zone Configured for Hoistway Light Control**

Add the points on the relays for Hoistway On Relay, Hoistway Off Relay, Hoistway Manual On, and Hoistway Manual Off to the FSAE Style Zone.

Figure 11: Hoistway Light Zone Programming Example

First Floor	105	Hoistway Light CTRL	PAD-TRTI ▼	Multi Module	
First Floor	105.1	HW On Relay	Relay 1	FSAE - Hoistway On Relay	*
First Floor	105.2	HW Off Relay	Relay 2	FSAE - Hoistway Off Relay	*
First Floor	105.3	HW Manual On	Input 1	FSAE - Hoistway Manual On	*
First Floor	105.4	HW Manual Off	Input 2	FSAE - Hoistway Manual Off	*

The following are NOT used on PotterNet-FOW for Hoistway:

- FSAE Hoistway On Indicator
- FSAE Hoistway Off Indicator
- FSAE Hoistway Auto Indicator

The following ARE used on PotterNet-FOW for Hoistway:

- FSAE Hoistway On Relay
- FSAE Manual On
- FSAE Off Relay
- FSAE Manual Off

#### Floor Overview Window (FOW) Zones

Add specific heat detector points to a FSAE Style Zone for each floor for FOW Normal, Monitoring, and Unsafe indicators and the specific floor heat detector in a FOW zone. Repeat this step for all the Floor Overview Window heat detector floors.

Note: PAD300-PHD detectors can be used for Floor Overview Window operation where the heat sensor is used for Normal, Monitoring, and Unsafe indication and. The heat sensor on the PAD300-PHD is fixed at 135°. The smoke sensor is addressed below.

Figure 10: Floor Overview Window Zone Indicator Light Programming Example

Device	Addr	Name	Туре	Function
First Floor	102.2	FL 2 Lobb	Heat Sensor	

Smoke detectors are added to an Alarm Style Zone. This can be one General Alarm zone. The detectors' point numbers are assigned and selected for each floor of the FOW later using the PotterNet-FOW software. See Section 6.

Figure 12: Floor Overview Window Smoke Detector Indicator Programming Example

Device _	Addr	Name	Туре	Function
First Floor	101.1	FL 1 Lobby Photo	Photo Sensor	

#### **Supervisory Power Fault Monitoring**

A Supervisory Style Zone is required for each instance of power monitoring. Contact input modules will be used for monitoring the various power faults. A PAD100-MIM or PAD100-SIM is typically used for each power fault. These are programmed as a Supervisory type and added to a Supervisory Style Zone.

Figure 13: Contact Input Point Programming Example

First Floor	112	FSAE HW Lights PWR	PAD-SIM/MIM ▼	Contact Input Supervisory	<b>✓</b>
First Floor	113	FSAE Normal PWR	PAD-SIM/MIM ▼	Contact Input Supervisory •	<b>✓</b>
First Floor	114	FSAE Emergency PWR	PAD-SIM/MIM ▼	Contact Input Supervisory •	<b>✓</b>
First Floor	115	FSAE Ventilation PWR	PAD-SIM/MIM ▼	Contact Input Supervisory •	<b>✓</b>

### Section 5: PotterNet Software Installation

The PotterNet-FOW software is pre-installed in the panel.

PotterNet-FOW utilizes a software-based license system that requires connectivity to the internet. It requires access to <a href="https://www.potterlink.com">https://www.potterlink.com</a> (PotterLink). The software on the PC will attempt to authenticate with PotterLink every 24 hours. Over a 30-day period it is required that PotterNet connect to PotterLink at least once in order to maintain a valid license. For customers who can't 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 and select the appropriate license. Select the green "Go To" button on the right, and 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, PotterNet will automatically be degraded to basic life safety functions the next time the software is shut down and restarted. This will provide the required monitoring, but all graphics, control and advanced features will not be available. Contact Potter technical support to get a license update if you replace your PC or major components within the PC (e.g. HDD/SSD).

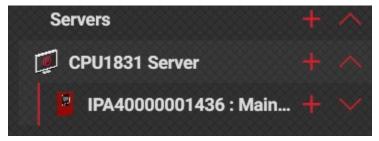
### Section 6: PotterNet Programming

This section covers how to configure PotterNet-FOW and ensure the FACP is connected to it.

#### To begin:

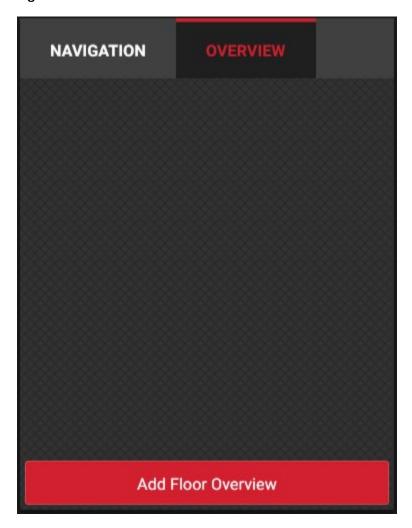
- 1. Click on the PotterNet desktop icon to launch the software.
- 2. Sign in to the application on the bottom right side of the screen
- 3. Once signed in, select the hamburger menu icon in the lower left-hand corner of the screen and select File/Open Studio
  - a. The Studio allows you to select a program file to import to the PotterNet-FOW software and modify the screen on the PotterNet-FOW panel
  - b. Click on the "+" sign in the upper left-hand side next to the CPU Server and select Add Panel.
  - c. Options to Browse, Add Panel, and Add Network are available. Typically, Add Panel will be selected.
  - d. Add the panel User Code and IP Address to add the panel in PotterNet
  - e. PotterNet will attempt to retrieve the configuration from the panel
  - f. When successful, the Serial Number, IP Address, and User Code information will appear. Click Finish to complete adding the panel to PotterNet and the panel will appear under the CPU Server.

Figure 12: Panel Added to Server in Studio



4. Click on the Overview tab in the left pane and click the Add Floor Overview button in the bottom left of the pane.

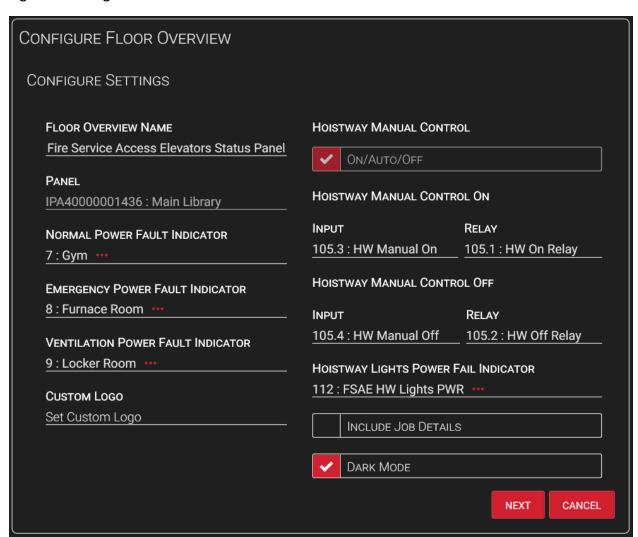
Figure 13 Add Floor Overview



- 5. Select Load Configuration From Network to load the panel configuration directly from the panel or Load Configuration From File to load the file from the PC in the Configure Floor Overview window
- 6. A window will appear that shows the settings of the Floor Overview Window configuration as taken from the program file in the Potter Panel Programmer utility
  - a. Settings include
    - i. The Floor Overview Name
    - ii. Panel ID
    - iii. Normal, Emergency, and Ventilation Power Fault Indicators
    - iv. A scrolling screen saver appears from top to bottom and comes standard with a Potter logo and text. A custom screen saver can be configured to replace the default Potter screen saver in Custom Logo section
    - v. Hoistway controls

- vi. Job Details Check this option to show custom text at the top of the PotterNet-FOW screen
- vii. Dark Mode
  - 1. The Floor Overview Window will have a black background if Dark Mode is selected.
  - 2. The Floor Overview Window will have a white background if Dark Mode is unselected.
- b. Configurations with the three red dots allows for editing of the specific option

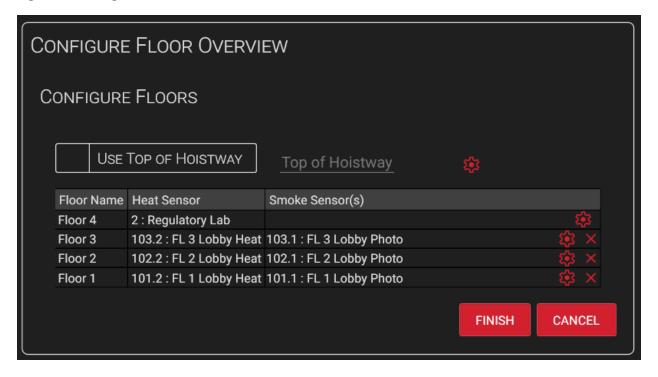
Figure 14: Configure Floor Overview



- 7. Once these settings are complete, click the Next button to proceed.
- 8. The Configure Floors window shows the floors of the facility along with the devices assigned to each floor. The lowest numbered Floor Overview Window will be at the bottom with the highest numbered Floor Overview Window located at the top. If

needed, the order can be changed by dragging each floor to the desired location. An icon is available for each floor to view the available devices. You can select other devices from this option if so desired.

Figure 15: Configure Floors



- 9. The Configure Floors window configures heat and smoke detectors. If a smoke detector is installed at the top of the hoistway, check the corresponding box. Use the gear icon to select or adjust detectors for each floor, and the X icon to remove a detector. Potter-FOW automatically adds lines based on the number of FSAE-style zones defined in the Potter Fire Panel Programming software. A smoke detector is required for each floor on PotterNet-FOW. When using PHD detectors, associated smoke detectors at the same SLC address are added automatically. When using HD detectors, smoke detectors must be added manually.
- 10. Press the Finish button to complete the setup in the PotterNet-FOW software

Note: Existing floor overview window configurations cannot be changed or edited. If the configured floor overview window needs to be changed, a new floor overview will need to be created, and the existing configuration can be deleted. To delete the configuration, select the Delete button in the right pane after the configuration is finished.

Figure 16: Delete Floor Overview Configuration

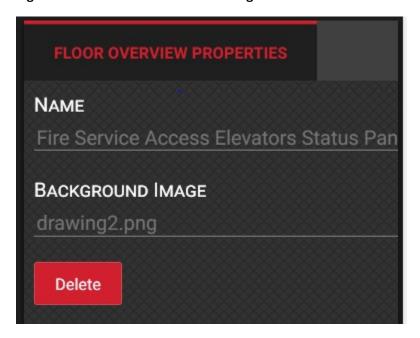


Figure 17: Completed Floor Overview Window Example

EMERGENCY POWER FAULT	POWER ON SYSTEM TROUBLE LAMP TEST			HOISTWAY LIGHTING CONTROL  OFF AUTO ON  © 10
	Normal < 100°F	Monitoring 100°F <> 135°F	Unsafe > 135°F	Smoke Detector
FLOOR 4	0	0	0	0
FLOOR 3	0	0	О	0
Floor 2	0	0	0	0
FLOOR 1	0	0	0	0

## Section 7: Operation

When the PotterNet-FOW status panel has been programmed and the layout is configured properly, the screen will show the floor of the building along with the power monitoring LEDs, the Hoistway lights, and the Lamp Test.

The heat detectors on the floors of the building – complete thought

The FOW panel will annunciate detector status on the display.

#### **Heat detectors LED Status:**

Normal – Green LED Monitor – Yellow LED Unsafe – Red LED

#### **Smoke detectors LED Status:**

Normal – LED off Alarm – Red LED

# Power Faults (Normal Power, Emergency Power, Ventilation Power, and Hoistway Lighting Power):

Normal – LED off Fault – Amber/Orange LED

#### Power On LED:

Normal – Green LED Fault – LED Off

#### **System Trouble LED:**

No troubles on system – LED off Trouble events on FACP – Yellow LED

#### **Lamp Test:**

No Lamp Test – LED off Lamp Test active – Yellow LED

#### **Hoistway Lighting Control:**

Off, Auto, and On are interactive buttons that can be used on the touchscreen to set the Hoistway Light Controls as needed. When the On button is selected, the Hoistway lights will be activated. The Auto selection relinquishes control to whatever system controls the lights. Off is optional depending on specific requirements. Pressing Off deactivates Auto and On indicators and Hoistway lights.

#### Counters:

Counters are provided in the lower left-hand corner of the display for various events to display how many of each event is active. The counters will go back to 0 once the event is reset or restored.

#### **Event listings:**

Events will be shown on the panel that provide date and time stamps of the event along with the panel/server information, custom labelling of the device in the event and ACK (Acknowledge) option. Pressing ACK will acknowledge the event and silence the FOW. A row of three dots is available next to each event. Pressing the three dots allows the history of that device

#### Potter logo or custom logo:

When the FOW is not in alarm (or supervisory), a default PGT Potter screen saver will start at the at the top and scroll to the bottom. This occurs every 10 minutes.