

Addendum MTinfo 3000 APP – Notifications and notification reminders



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1 INTRODUCTION

This addendum is intended to update the manual (see 1.1 References for details) in regard to the updates introduced to the notification functionality of the ZKL 3000 RC system.


The updates introduced to the notification functionality summarized:

- Discontinued the use of push notifications for critical notifications (see 2.1 Text alerts for details) towards the mobile device of the user. This functionality is replaced by text alerts (SMS). These critical notifications are:
 - Detection not OK;
 - Back-up or main batteries is critical or depleted;
 - ZKL 3000 RC is offline.
- Introduction of reminder functionality for the following notifications:
 - ZKL 3000 RC offline, when the device is in an activated protection zone;
 - Detection not OK, when the device is in an activated protection zone;
- Discontinued sending project release and return notifications using push notifications. This functionality will only be available via existing e-mail messages.




NOTE
This document describes the changes/updates to reference [1] mentioned in 1.1. References.

The changes/updates are related to the updated notification functionality only i.e. it does not replace any document.



NOTE
A notification is a message or a reminder of a message send by MTinfo 3000 to a users' mobile device (tablet, phone). A reminder for a critical notification is an extra service to help the user but it is explicitly not a mitigation of an identified risk.



WARNING
SMS messages will not be delivered to the user if a wrong telephone number is registered or when the user blocks the sender's phone number MTinfo 3000. Verify if you have entered your correct telephone number and do not block the sender.

1.1 References

1	Manual for switching the ZKL3000 RC using the MTinfo 3000 app	May 2021
2	Manual for installing ZKL 3000 Remote Control (RC) Line Blockage System ZKL 3000 RC	March 2022

2 NOTIFICATIONS

This chapter replaces: "Chapter 4. Using the MTinfo 3000 app" – paragraph g and "Chapter 6. Alerts" – paragraph b in reference [1]

2.1 Text alerts

Users with switching rights on a released project will automatically receive alerts via text messages (SMS). Users' mobile phone number is entered as alarm number within the user profile to enable this. The notification service starts as soon as the ZKL 3000 RC has been assigned to a project and the project is released. It is the responsibility of the recipient to act upon these alerts (more information is available in the ZKL 3000 RC Installation Manual, reference [2]).

The text message alerts that require action are:

Alert	Explanation
ZKL 3000 RC "Serial Number" * Detection NOT ok. Please check manual for more information.	ZKL 3000 RC with ID "Serial Number" is no longer creating a proper short circuit in the track. The detection is not OK.
ZKL 3000 RC "Serial Number" * is offline. Please check manual for more information.	ZKL 3000 RC with ID "Serial Number" is offline. The ZKL 3000 RC cannot make a connection to MTinfo 3000.
ZKL 3000 RC "Serial Number" * The backup battery is CRITICAL, the main battery is CRITICAL. Please check manual for more information.	Both batteries of ZKL 3000 RC with ID "Serial Number" are critical. The system will send a new alert as soon as one of the batteries is getting depleted.
ZKL 3000 RC "Serial Number" * The backup battery has sufficient power, the main battery is CRITICAL. Please check manual for more information.	The main battery of the ZKL 3000 RC with ID "Serial Number" is critical and the backup battery is ok (either full or half full). The system will send a new message as soon as one of the batteries will reach the next depletion level.
ZKL 3000 RC "Serial Number" * The backup battery is CRITICAL, the main battery has sufficient power. Please check manual for more information.	The backup battery of the ZKL 3000 RC with ID "Serial Number" is critical and the main battery is ok (either full or half full). The system will send a new message as soon as one of the batteries will reach the next depletion level.
ZKL 3000 RC "Serial Number" * The backup battery has sufficient power, the main battery is DEPLETED. Please check manual for more information.	The main battery of the ZKL 3000 RC with ID "Serial Number" is depleted and the backup battery is ok (either full or half full). The system will send a new message as soon as the ok battery reaches the next depletion level.
ZKL 3000 RC "Serial Number" * The backup battery is DEPLETED, the main battery has sufficient power. Please check manual for more information.	The backup battery of the ZKL 3000 RC with ID "Serial Number" is depleted and the main battery is ok (either full or half full). The system will send a new message as soon as the ok battery reaches the next depletion level.
ZKL 3000 RC "Serial Number" * The backup battery is DEPLETED,	The backup battery of the ZKL 3000 RC with ID "Serial Number" is depleted and the main battery is critical. The

the main battery is CRITICAL. Please check manual for more information.	system will send a new alert as soon as the main battery is depleted.
ZKL 3000 RC "Serial Number" * The backup battery is CRITICAL, the main battery is DEPLETED. Please check manual for more information.	The main battery of the ZKL 3000 RC with ID "Serial Number" is depleted and the backup battery is critical. The system will send a new alert as soon as the backup battery is depleted.
ZKL 3000 RC "Serial Number" * The backup battery is DEPLETED, the main battery is DEPLETED. Please check manual for more information.	Both batteries of ZKL 3000 RC with ID "Serial Number" are depleted.
ZKL 3000 RC "Serial Number" * The backup battery is CRITICAL, the main battery has been REMOVED. Please check manual for more information.	The backup battery of the ZKL 3000 RC with ID "Serial Number" is critical and the main battery has been removed, The system will send a new alert as soon as the backup battery is depleted.
ZKL 3000 RC "Serial Number" * The backup battery is DEPLETED, the main battery has been REMOVED. Please check manual for more information.	The backup battery of the ZKL 3000 RC with ID "Serial Number" is depleted and the main battery has been removed.
ZKL 3000 RC "Serial Number" * The backup battery has been REMOVED, the main battery is CRITICAL. Please check manual for more information.	The backup battery of the ZKL 3000 RC with ID "Serial Number" has been removed and the main battery is critical, The system will send a new alert as soon as the main battery is depleted.
ZKL 3000 RC "Serial Number" * The backup battery has been REMOVED, the main battery is DEPLETED. Please check manual for more information.	The backup battery of the ZKL 3000 RC with ID "Serial Number" has been removed and the main battery is depleted.

2.2 Text alerts - reminders

For the offline and the detection critical events a reminder system is introduced. The reminders are helping the user to remind that there is an unresolved issue with a specific ZKL 3000 RC.

Battery notifications already have an implicit reminder system as the user is notified when the main or backup battery reaches critical or depleted levels.



NOTE

Reminders do not relieve the user of his responsibility to go immediately to the device to inspect it!

Please, always consult the Real Time Status for the up-to-date situation.

A reminder is sent after a 15-minute interval. A maximum of 3 reminders are sent for one continuously 'detection NOT ok' or 'offline' situation. Reminders are only sent when the device is in active state (i.e. in an activated protection zone).

The reminder text messages are:

Alert	Explanation
Reminder: ZKL 3000 RC "Serial Number" * Detection NOT ok. Please check manual for more information.	Reminder message when the detection is not ok and the device is in an activated protection zone.
Reminder: ZKL 3000 RC "Serial Number" * is offline. Please check manual for more information.	Reminder message when the device is offline and the device is in an activated protection zone.