



Adding And Updating Transmitters Via The Cougar Portal

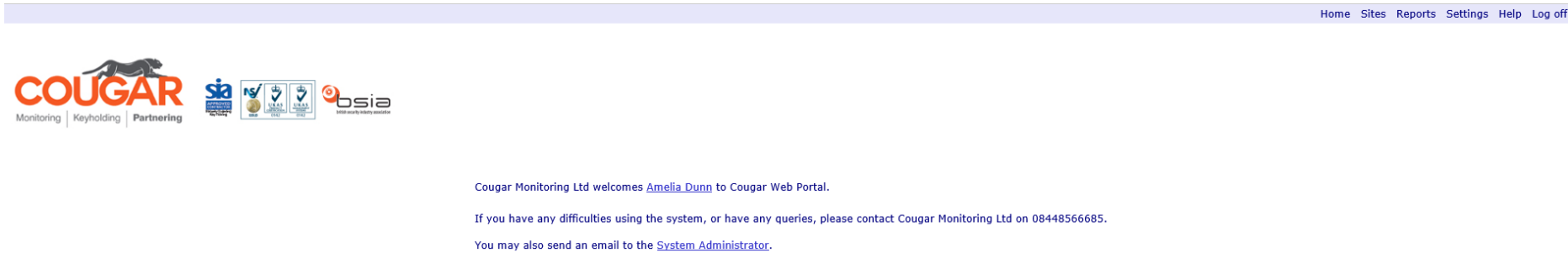


Last updated on March 15th 2021
Author – Amelia Dunn

How To Add and Update Transmitters Via the Cougar Portal

You need to log into the **Portal** using your own **Credentials**. If you are unsure what these are or require a reset please email across to Arc@CougarMonitoring.com. Please provide your current information if a reset is required.

Once you have logged into the **Portal** you will be met with this screen:



Please Note – Depending on your access level you may find your view of the Portal and the tabs available is slightly different, you may have less options or only be able to read certain sections of the account. If you require access to a part of the Portal that is currently inaccessible to you please email Arc@CougarMonitoring.com for assistance.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide – Adding and Updating Transmitters.

Navigate to **Sites** at the top right, on the drop-down menu select **Search (ALT+S)**.

Site Search

Contract Number Contains

Is Commissioned Templates Only

Records : 0 to 0 of 0 (Maximum record limit is 1000)

Contract Number	Site Name	Address
-----------------	-----------	---------

Enter the **Contract Number** for the site you are going to be updating and click **Search**.

This will bring up a list of the sites that match the information you have input:

Site Search

Contract Number Contains 1000797

Is Commissioned Templates Only

Records : 1 to 1 of 1 (Maximum record limit is 1000)

Contract Number	Site Name	Address
1000797	Training Test	Dummy, B65 5NA

Click on the **Contract Number** that you are wanting to update and it will bring up the following screen:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide – Adding and Updating Transmitters.

General | Customer Contacts | Site Contacts | Special Instructions | Transmitters | Areas | Agencies | Devices | Alarms | Conversions | User Defined | History | URNs

Site Status Unknown Line Status Line OK Alarm Status Unknown Test Status Not On-Test Commissioned Not Commissioned Installer Cougar Monitoring Branch Cougar Monitoring Link Account Not Set Customer Group Not Set Key Service Not provided Audible Alarm None Template Site No	Serial Number: 556819 Site Name: Training Test Contract: 1000797 User Ref: Billing Ref: Duress Code: Password: Premise Type: Domestic Business: <select> Company: <select> Status: <select> Premise Status: <select> Reset Installer: Not Set	Site Address Dummy B65 5NA Telephone: 0138 411 1111 Fax: Email: Site Notes	Site Schedules Fire Test: None Reminders: None Regular Test: None Executive Protection: None All Schedules: None Options Ignore Aborts: No Verification Technology Fitted: No Line Fault & Intruder Alarms must be confirmed: No Fire verification req'd: Yes UL Burg. Certification: No UL Fire Certification: No Automated Alarm Handing: No PA Verification Required: No
---	---	---	---

Update Cancel

From this screen you will be able to see all the information that is currently set up for the account.

In this training guide we are going to explain how to add and update **Transmitters** on an account. *Please Note – this will only show you how to amend **Intruder Alarm Transmitters**, for any **CCTV Transmitters** please contact Support@CougarMonitoring.com.*

If you require any assistance with your **Transmitters** please contact Support@CougarMonitoring.com and if you need to place an order for a Signalling Device or Connection please contact Orders@CougarMonitoring.com. To cancel and remove a Transmitter please contact Cancellations@CougarMonitoring.com.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

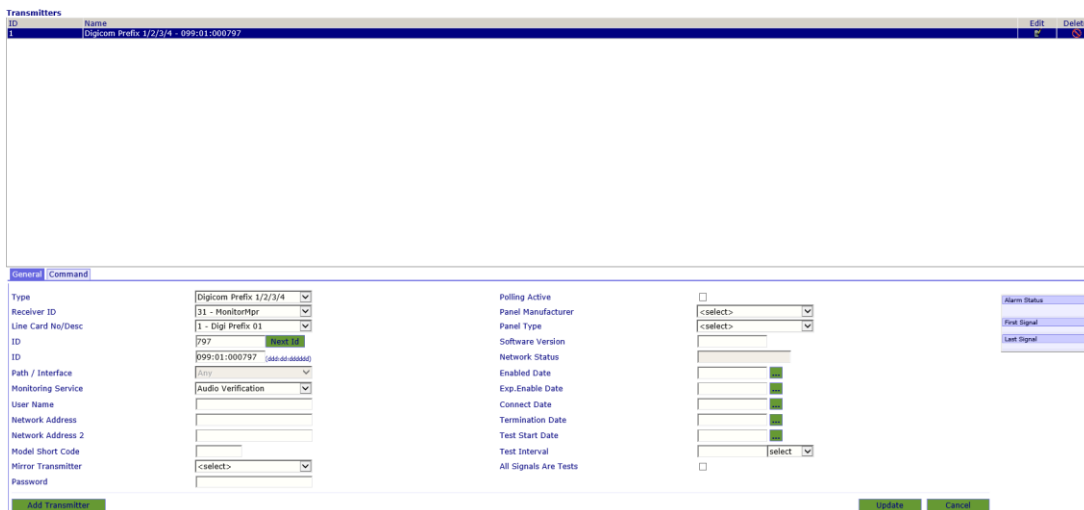
Portal Training Guide – Adding and Updating Transmitters.

Please Note – You will not be able to create a new site. This relates to using an existing account. It may however be possible for the ARC Administration to create you Blank Chips which you can then update as and when needed. To discuss the possibility of this please contact ARC@CougarMonitoring.com.

Firstly we need to navigate to the **Transmitters** tab:

[General](#) [Customer Contacts](#) [Site Contacts](#) [Special Instructions](#) [Transmitters](#) [Areas](#) [Agencies](#) [Devices](#) [Alarms](#) [Conversions](#) [User Defined](#) [History](#) [URNs](#)

From here you will be able to see all the **Transmitters** that are currently listed on the account.



Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide – Adding and Updating Transmitters.

As you can see this account already has a **Digicom Transmitter** set up.

General		Command	
Type	Digicom Prefix 1/2/3/4	Polling Active	<input type="checkbox"/>
Receiver ID	31 - MonitorMpr	Panel Manufacturer	<select>
Line Card No/Desc	1 - Digi Prefix 01	Panel Type	<select>
ID	797 Next Id	Software Version	
ID	099:01:000797 (ddd:ddd:ddddd)	Network Status	
Path / Interface	Any	Enabled Date	
Monitoring Service	Audio Verification	Exp.Enable Date	
User Name		Connect Date	
Network Address		Termination Date	
Network Address 2		Test Start Date	
Model Short Code		Test Interval	select
Mirror Transmitter	<select>	All Signals Are Tests	<input type="checkbox"/>
Password			

Alarm Status

First Signal

Last Signal

On this page you will mainly be looking at:

- Type**
- Receiver ID**
- Line Card No/ Desc**
- ID (This is the Signalling ID)**
- Path / Interface**
- Monitoring Service**

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111



Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Adding and Updating Transmitters.

To **Edit** a **Transmitter** on the account and change it to a different type of **Transmitter** you need to select the **Transmitter** from the list, either by clicking on it directly or clicking on the **Edit** button to the right:

Transmitters

ID	Name	Edit	Delete
1	Digicom Prefix 1/2/3/4 - 099:01:000797		

The select the **Transmitter Type** from the drop-down box, this will wipe previous **Transmitters** information. Here we have selected a **Risco Cloud**:

General | Command

Type	Risco Cloud	Polling Active	<input type="checkbox"/>	Alarm Status Restored 16/09/2020 12:50 First Signal 08/01/2019 15:45 Last Signal 16/09/2020 12:50
Receiver ID	<select>	Panel Manufacturer	<select>	
Line Card No/Desc	<select>	Panel Type	<select>	
ID	<input type="text"/> Next id	Software Version	<input type="text"/>	
ID	<input type="text"/> (ddd:ddddddd)	Network Status	<input type="text"/>	
Path / Interface	Any	Enabled Date	08/01/2019 ...	
Monitoring Service	<select>	Exp.Enable Date	<input type="text"/> ...	
User Name	<input type="text"/>	Connect Date	08/01/2019 ...	
Network Address	<input type="text"/>	Termination Date	<input type="text"/> ...	
Network Address 2	<input type="text"/>	Test Start Date	<input type="text"/> ...	
Model Short Code	<input type="text"/>	Test Interval	<input type="text"/> select	
Mirror Transmitter	<select>	All Signals Are Tests	<input type="checkbox"/>	
Password	<input type="text"/>			

Add Transmitter
Update
Cancel

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Adding and Updating Transmitters.**



Please Note – You should only set up Transmitters that do not require us to order any hardware or signalling. If the Transmitter you are setting up is part of an order please email Orders@CougarMonitoring.com to have this set up correctly on our system.

Then select the relevant **Receiver ID** from the drop-down box:

Type	Risco Cloud
Receiver ID	129 - Risco Cloud
Line Card No/Desc	<select>
ID	<input type="text"/> <input type="button" value="Next Id"/>
ID	118:00000000 (ddd:ddddddd)
Path / Interface	Any
Monitoring Service	<select>
User Name	<input type="text"/>
Network Address	<input type="text"/>
Network Address 2	<input type="text"/>
Model Short Code	<input type="text"/>
Mirror Transmitter	<select>
Password	<input type="text"/>

You will see that the top **ID** field is now blank with the lower **ID** field showing 0's. If you know what **Signalling ID** you need, you enter it in the top **ID** field. If you just need the next available **Signalling ID** you click on the green **Next Id** button and the system will automatically fill these fields in for you:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

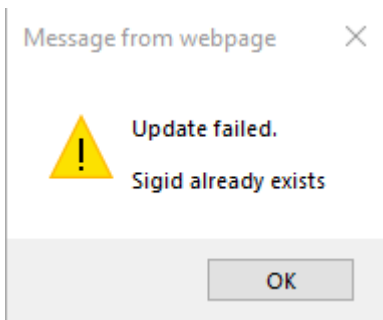
Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Adding and Updating Transmitters.**

Type	Risco Cloud
Receiver ID	129 - Risco Cloud
Line Card No/Desc	<select>
ID	1707 Next Id
ID	118:00001707 (ddd:ddddddd)
Path / Interface	Any
Monitoring Service	<select>
User Name	
Network Address	
Network Address 2	
Model Short Code	
Mirror Transmitter	<select>
Password	



Please Note – The system will not allow duplicate ID's. if you try to use a Duplicated ID you will receive a pop up when you try to Save your information.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide – Adding and Updating Transmitters.

You can then select your **Monitoring Service** from the drop-down list:

Type	Risco Cloud	▼
Receiver ID	129 - Risco Cloud	▼
Line Card No/Desc	<select>	▼
ID	1708	<input type="button" value="Next Id"/>
ID	118:00001708	(ddd:ddddddd)
Path / Interface	Any	▼
Monitoring Service	Alarm Monitoring	▼
User Name	<input type="text"/>	
Network Address	<input type="text"/>	
Network Address 2	<input type="text"/>	
Model Short Code	<input type="text"/>	
Mirror Transmitter	<select>	▼
Password	<input type="text"/>	

The click **Update** to save your changes:

If you need to **Add** a separate **Transmitter** you do this by clicking on the green **Add Transmitter** button:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

Add Transmitter

You will be presented with a blank **Transmitter**:

Type	<select>
Receiver ID	<select>
Line Card No/Desc	<select>
Panel ID	<input type="text"/> Next Id
Signalling ID	<input type="text"/>
Path / Interface	<select>
Monitoring Service	<select>
Reference	<input type="text"/>
Network Address	<input type="text"/>
Network Address 2	<input type="text"/>
Panel Short Code	<input type="text"/>
Mirror Transmitter	<select>
Password	<input type="text"/>

[Add Transmitter](#)

Fill in the information as above then click on **Save**:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Adding and Updating Transmitters.

Type	<input type="text" value="Guarding"/>	Polling Active	<input type="checkbox"/>
Receiver ID	<input type="text" value="40 - Guard Check Calls"/>	Panel Manufacturer	<input type="text" value="<select>"/>
Line Card No/Desc	<input type="text" value="<select>"/>	Panel Type	<input type="text" value="<select>"/>
Panel ID	<input type="text" value="140"/> <input type="button" value="Next Id"/>	Software Version	<input type="text"/>
Signalling ID	<input type="text" value="090:0140"/> <small>(ddd:dddd)</small>	Network Status	<input type="text"/>
Path / Interface	<input type="text" value="Any"/>	Enabled Date	<input type="text"/> ...
Monitoring Service	<input type="text" value="<select>"/>	Exp.Enable Date	<input type="text"/> ...
Reference	<input type="text"/>	Connect Date	<input type="text"/> ...
Network Address	<input type="text"/>	Termination Date	<input type="text"/> ...
Network Address 2	<input type="text"/>	Test Start Date	<input type="text"/> ...
Panel Short Code	<input type="text"/>	Test Interval	<input type="text"/> select
Mirror Transmitter	<input type="text" value="<select>"/>	All Signals Are Tests	<input type="checkbox"/>
Password	<input type="text"/>		

Your new **Transmitter** will now appear in the list above:

Transmitters

ID	Name	Edit	Delete
1	Digicom Prefix 1/2/3/4 - 099:01:000797		
2	Guarding - 090:0140		

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

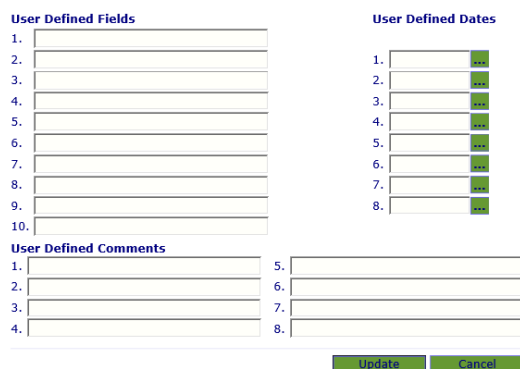
Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

Once you have finished updating the account you need to add this information in the **User Defined** section:



Here we are going to update the **User Defined Comments** and **User Defined Dates**:



The screenshot shows two forms side-by-side. The left form is titled 'User Defined Fields' and has 10 numbered input fields. The right form is titled 'User Defined Dates' and has 8 numbered input fields, each with a dropdown arrow. Below these forms is a 'User Defined Comments' section with 8 numbered input fields. At the bottom of the comments section are 'Update' and 'Cancel' buttons.

In the **User Defined Comments** we need to input why we have updated the account. For this one we will input it is a Key Holder update.

User Defined Comments

1.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Adding and Updating Transmitters.

Make sure you only ever update the number **1** field for both. To update the **User Defined Dates** you need to click on the 3  and this will bring a calendar pop up for you to select the date:



The screenshot shows a table titled 'User Defined Dates' with 8 rows. The first row contains the date '11/06/2018' and a dropdown arrow. A 'Date Selection' dialog box is open, showing a calendar for June 2018. The date '11' is selected. The dialog has 'OK' and 'Cancel' buttons.

Click **OK** and then **Update** to save this information. By updating this field every time you update the account you can see at a glance when it was last updated and why.

If you require any further information on the above, please contact us at Arc@CougarMonitoring.com

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com