

# USER MANUAL

## VIGILAT 3 / SXE Service

Operational Reference Guide - English

|                 |                                                                               |
|-----------------|-------------------------------------------------------------------------------|
| Brand           | VIGILAT                                                                       |
| Model / service | SXE                                                                           |
| TVC Part Number | VGT2550017                                                                    |
| Description     | Support and consulting service per event, billed per hour or fraction thereof |

**Important note: this document is a reference guide prepared using publicly available information from TVC and VIGILAT. The complete official VIGILAT manual is integrated into the software itself and can be accessed by pressing F1 from within the program windows.**

Support document - does not replace the manufacturer's official documentation.

## 1. What is VIGILAT?

VIGILAT is a monitoring platform for alarm monitoring stations. It is designed to receive, identify, log and track signals from conventional alarm systems, IP links and GPRS communications. It can also operate with different receivers and communication formats.

## 2. What is the SXE service?

SXE is not an independent operating license. It is a remote support and consulting service provided per event and billed per hour or fraction thereof, intended for users who do not have an active annual support package or service agreement.

According to TVC, this service is provided remotely during regular business days and hours and does not include on-site visits or 24/7 support.

## 3. Main VIGILAT components

| Component        | General function                                                                |
|------------------|---------------------------------------------------------------------------------|
| VIGILAT          | Main work module for data entry, consultation and alarm event follow-up.        |
| Trax             | Module related to communication and signal reception from compatible receivers. |
| Virtual Operator | Module used to process automated system tasks and services.                     |

## 4. Basic operating flow

1. The receiver or IP/GPRS channel receives a signal from the alarm system.
2. VIGILAT identifies the account, signal type and associated event.
3. Routine events may be logged automatically, while alarms and faults requiring attention are presented to the operator.
4. The operator follows the configured procedure for that type of event.
5. Actions and responses are stored in the event log for future consultation and reporting.

## 5. Event handling

VIGILAT operates using standardized procedures. Actual behavior may vary depending on the configuration of each monitoring station and the type of signal received (for example: alarm, fire, fault, opening/closing, or other events defined by the administrator).

### Recommended operator procedure

- 1. Identify the event:** review account, zone, signal type, date and time.
- 2. Read the instructions:** follow the protocol displayed by the system for that event.
- 3. Perform the required actions:** calls, confirmations or notifications according to the authorized procedure.
- 4. Record the result:** enter responses, notes and any actions taken.
- 5. Close the event:** close it only when the procedure and the monitoring station's policies allow it.

## 6. Using help within the software

The manufacturer states that the complete product documentation is integrated electronically into VIGILAT. To view help related to the screen or function currently in use, press **F1**.

The built-in help includes contextual documentation and software images. For advanced configurations, receiver wiring, communications and specific parameters, the official integrated documentation should be used.

## 7. Using the SXE support service

| Step | Action                                                                                                            |
|------|-------------------------------------------------------------------------------------------------------------------|
| 1    | Clearly identify the fault, question or configuration requiring assistance.                                       |
| 2    | Have license information, software version, involved equipment/receiver and a description of the issue available. |
| 3    | Request support through authorized TVC/VIGILAT service channels.                                                  |
| 4    | Allow remote access only to authorized personnel and in accordance with your organization's internal policies.    |
| 5    | Document all changes made and verify correct system operation once support is completed.                          |

## 8. Operating recommendations

- Maintain periodic database backups according to your organization's policy.
- Restrict system access to authorized personnel and use individual credentials.
- Do not modify receiver, port, network, format or automation parameters without understanding the operational impact.
- Before making significant changes, document the current configuration.
- After making changes, perform controlled reception and event-handling tests.
- Keep VIGILAT updated whenever your support agreement or service plan includes software updates.

## 9. Common issues and initial checks

| Situation                 | Initial check                                                                                                                         |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Events are not received   | Verify connectivity between the receiver and VIGILAT computer, Trax status, network/IP or serial link, and proper receiver operation. |
| Event is not identified   | Check the account, received format, panel programming and event/code configuration.                                                   |
| Operator cannot log in    | Check username, password, permissions and availability of the server/database.                                                        |
| Unstable IP communication | Check the IP address, local connectivity, network rules and availability of the receiving equipment.                                  |
| Operational question      | Press F1 on the corresponding screen to open the manufacturer's contextual documentation.                                             |

## 10. Scope and support

The TVC product referenced corresponds to the VIGILAT SXE service, part number VGT2550017. Public TVC information indicates that support is remote, provided per event and billed per hour or fraction thereof, for users without an annual service agreement; it does not include on-site support or 24/7 service.

**For exact procedures involving configuration, installation, receiver programming, wiring, network parameters or functions specific to a particular software version, use the system's F1 help and the official documentation provided with your license.**

### Sources consulted

- TVC.mx - Product 31879, VIGILAT SXE.
- VIGILAT - official product information and VIGILAT 3 features.
- VIGILAT - integrated documentation and support information.