

The control room — live eOB, dashboard, unit health, checklists and control

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The **Live** menu holds the screens a control room keeps open: the **eOB** (the live occurrence book, where alerts arrive and are acknowledged), the **Dashboard** of sites, **Unit Health**, the **Check list** board and **Control**. They are made for a wall screen or an operator's desk. They are exempt from the mobile layout, and most open in their own tab.

Written for control-room operators and whoever sets a control room up. Where alerts come from is in [Shifts and notifications](#); lock alerts in [Cloud Lock — opening doors from a phone](#).

Who sees what

Screen	Menu	Permission	Roles that have it
eOB	Live → eOB	<code>menu_live_eod</code>	Super User, Distributor, Advance Distributor, Administrator, Editor
Dashboard	Live → Dashboard	<code>menu_live_dashboard</code>	as above, plus Viewer
Unit Health	Live → Unit Health	<code>menu_live_dashboard</code>	as above, plus Viewer
Check list	Live → Check list	<code>live_checklist</code>	Super User, Distributor, Advance Distributor, Administrator, Viewer (not Editor)
Control	Live → Control	<code>live_control</code>	Super User, Distributor, Advance Distributor, Administrator, Editor, Viewer

All of them are also in the **Control Room** role, below.

Every screen shows everything under your own top group: a Distributor sees all their customers at once.

The Control Room role

For operators: everything a **Viewer** can see (reports, and the setup pages read-only), plus every screen here — the eOB (notes, acknowledging, closing incidents), maps, Control and the Check list board — and the eOB report. It can't change setup, users or devices. Super Users, Distributors, Advance Distributors and Administrators can give it to a login.

The role is made once per server with `tools/add_control_room_role.py : --apply` on a dev machine, or `--sql` to print the SQL for production. **Restart the app afterwards**. Permissions are loaded at start, and a

login with a role the app hasn't loaded fails every check.

Like most roles, it allows one login at a time. Give each operator their own login rather than sharing one across screens.

Showing one customer only. Live section from group down (/filterlive) takes a distributor or profile and opens the eOB, Dashboard, Unit Health or Control for just that part of the tree. The choice is in the page address (?gfilter=<group id>), so a wall screen can be bookmarked per customer.

The eOB screen (/eoblive)

The occurrence book as it happens: the last **12 hours** of entries for everything you can see. It fills the screen, in a dark theme made to be read at a distance, and works on a phone too. The eOB and Dashboard share the same frame and header.

The header

Item	What it is
	Back to the main site. Not for the <i>No Access</i> role.
Show	Everything you can see, or one distributor or customer. The choice is in the address (? gfilter=), so a wall screen can be bookmarked per customer.
+ New entry	Write an entry yourself (below).
	The keyboard shortcuts.
Live / Updating every 30s / Can't reach the server	How the screen is keeping up. <i>Live</i> means updates arrive as they happen (the push). Otherwise it checks every 30 seconds, so nothing is missed, only slower. <i>Can't reach the server</i> means the network is down or you've been logged out.
Clock,  , 	The time; sound on or off (remembered on that PC); full screen.

The lists

- **Needs attention**, with a count: entries not yet acknowledged. Each card shows the time and *N min ago*, the text, the site, guard or unit it's about, who made it, and badges: **Incident**, **1 update**, a photo. The coloured stripe down the left is the kind of entry (red alerts, amber warnings...), always with words beside it.
- **History**: acknowledged entries, each saying **who acknowledged it and when** (✓ *Anna 14:02*).
- Updates to an entry (a guard adding to an incident, an operator's note) aren't separate cards: they're in the entry's thread, and the card says *1 update*. An incident with a new update comes back to *Needs attention*.
- An amber line above the lists counts the unacknowledged entries **older than 12 hours** (last 7 days) that aren't listed, with a link to the eOB report.

How it stays live. A new entry for any group on the screen pushes a refresh at once. The screen also checks every 30 seconds, and whenever it comes back to the front. Each check also moves anything acknowledged elsewhere (on another screen, by another operator) to *History*, and stops its alarm.

Alarm. When an unacknowledged entry arrives, the screen plays that entry's tune and glows round the edge in its colour, and repeats every **10 seconds** until someone opens an entry in *Needs attention*. Opening any entry quiets it until the next new one. Browsers only allow sound after the page has been clicked once: if it's blocked, an amber line says so. Click anywhere, or allow sound for the site (**allow sound for this site** in that line). Do this once on each control-room PC.

Dealing with an entry

Click it (or select it with the arrow keys and press Enter). Its details open beside the list; on a phone they fill the screen:

- the entry: time, who, its photo if any, and its **thread** of updates and notes, each with who wrote it and when;
- **About this site / guard / ...:** the group, its type, the last guard and place clocked, when it was last clocked, its unit, the groups it's inside, or for a site its points with how long since each was clocked;
- **Contact and site details:** the address, contact person, phone number, e-mail, password, extra and notes from the group's info page. The *Password* is the site's own call-out password (e.g. an alarm code), not a login.
- **Shift:** the shift's settings, when the entry came from a shift;
- **Site activity:** the site's last eOB entries and a chart of which points were clocked in 6 hours.

Then, under **What was done**, write what you did (up to 999 characters, no < or >) and press:

- **Acknowledge** — saves your note on the entry and moves it to *History*, with any updates it had. With no note, it records *Acknowledged*, so it still says who did it. The next entry needing attention opens.
- **Add note** — saves the note and leaves the entry in *Needs attention* (still being dealt with).
- **Close incident** — for an open incident. It also drops off the guards' open incidents.

Nothing reloads: the screen keeps its place.

Keyboard (for a desk operator): ↓ / **j** and ↑ / **k** move between entries, **Enter** opens one, **a** acknowledges it (with the note, if written), **n** starts a new entry, **Esc** closes.

Writing a new entry

+ **New entry** → choose what it's **About** (a site, point, guard, team, asset or collection), type it, **Save**. An operator's own entry is saved as already acknowledged.

What arrives on the eOB

Source	Looks like	Needs acknowledging
Shifts: patrol started/finished, missed points, too fast, late, off	the shift template's text and colour	depends on the template
Missed-clocking and time-between notifications	as set up	as set up
Guard's Panic (GuardSense, Telegram)	red <i>Panic triggered</i>	yes

Source	Looks like	Needs acknowledging
Guard's New OB with <i>Notify</i> ticked (GuardSense)	green	yes
Guard's incidents (Telegram, GuardSense)	the guard's text,  while open	yes
Lock alerts: warning, alert, forced, back to normal	see CLOUDLOCK.md	alert and forced
A unit's reported state changes (res , tres : a lock or input changing)	the unit's text; tres red	tres
Operators' own entries	–	no

Emails, Telegram messages and webhooks for eOB entries are notifications on the *eOB entries* trigger. See SHIFTS-AND-NOTIFICATIONS.md.

The Dashboard (/controldashboard)

One tile per **site**, **worst first**, updated in place every 30 seconds. A line at the top counts them: *2 No patrols · 1 Late · 14 Fine · 5 Out of shift*. **Compact** (in the header, remembered on that screen, or `?minimize=true`) shows more tiles with less on each. On a phone the tiles stack.

Each tile says its state in words as well as colour: **Needs action** (red — *Not being checked*: a shift with nothing scheduled, or *Unit switched off*: the site's unit silent for an hour), **No patrols** (purple), **Late** (amber), **Fine** (green), **Out of shift** (grey), with how long since it was last clocked.

A site with a shift also shows the shift's name, then:

- **Last OB** and **Last Priority OB**: the shift's last eOB entry and last high-priority one, in their colours, with how long ago;
- **Last Clocked, Last User, Last Location**: how long since anything at the site was clocked, by whom, and where;
- **Progress**: how far through the current round;
- **Next check**, when the server next looks at it. A shift with no check scheduled shows *Not being checked*: nothing will fire for it. Fix it by saving the shift again (SHIFTS-AND-NOTIFICATIONS.md).
- In its hours, a site counts as **Late** when nothing has been clocked for longer than a round plus its rest (with the shift's leeway), and **No patrols** after twice that.

A site without a shift is judged only on when it was last clocked:

Colour	Status	Means
green	Patrolling	clocked in the last 30 minutes
orange	Patrol late	30–60 minutes
purple	No Patrols	over an hour
red	Unit switched off	the site's unit hasn't been heard from for an hour

Unit Health (/unithealth)

The units in your part of the tree that have been heard from in the last **30 days, quietest first**, up to 100. A unit silent for longer is taken to be retired or in storage. With:

Column	
Health	<i>good</i> ; <i>ok</i> (orange) when battery or signal is low; <i>poor</i> (red) when it hasn't communicated for an hour
Unit	the unit and its type
Last site	where it last clocked; the link opens that site's health check report
Last communicated	red after an hour
Signal, Battery	from its last message
Ignored faults	diagnosis faults set to be ignored for this unit

Below it, the diagnosis tickets of the last 24 hours for these units, by kind, open and closed. **Auto Refresh (every 1 minute)** reloads the page. The screen remembers the setting.

Check list (/livechecklists)

Every site's checklist items with when each was last checked, by whom, when it's next due and who it's assigned to. The due date is green while it's in time and red once overdue (shown as a date only, not a time). It reloads every minute. Setting checklists up is **Quick setup** → **Checklist**; guards tick them in GuardSense ([GuardSense — the guard's phone page](#)).

Control (/livecontrol)

For acting on a site from the control room. **Search sites** by name (up to 10 results). Each site shows:

- **Clock user:** choose a guard of that site's profile and press it. The server clocks the guard at the site as if they had scanned a point, using the operator's own phone unit. Use it when a guard can't clock (a lost baton, a dead phone) and the control room has confirmed they are there. Their patrol and reports count it.
- **Inputs:** what the site's controllable units can report (e.g. a gate sensor), each with the last value and when. *X* means that unit type can't report it; *none* means it never has.
- **Outputs:** named actions (e.g. *Open gate*) with a **send** button, and which units can carry each out. Green means that unit can, red means it can't. **send** sends the action to every unit of the right type on the site. What's sent is the output as set up on the site; the request can't change it.

Both are recorded in the Audit log (*Control manually clocked a guard, Control sent an output*).

Inputs and outputs are set up per site on the site's capability pages (**Groups**).

When something doesn't work

1. **No sound** — check the 🔊 in the header is on, then click anywhere on the eOB once, or allow sound for the site. The amber line says when the browser is blocking it.
2. **The header says "Updating every 30s" instead of "Live"** — the instant push isn't connected; the screen still checks every 30 seconds, so nothing is missed, only slower. It reconnects by itself. If it never shows *Live*, the network may block port 8084.
3. **The header says "Can't reach the server"** — the network is down, or you've been logged out. Reload.
4. **An entry acknowledged on another screen still shows here** — it moves to *History* at the next check, within 30 seconds.
5. **An unacknowledged alert disappeared** — the screen only lists the last 12 hours. The amber line counts the older open ones; they're in **Reports** → **eOB report**.
6. **A site shows "Not being checked"** — its shift isn't scheduled; save the shift again.
7. **Logged out when another person logs in** — the role allows one login at a time. Give each operator and each wall screen its own login.
8. **"This page is out of date"** on the eOB, or **"That page was out of date, so nothing was sent"** on Control — the page was open from before a login elsewhere. Reload it.