



# Web User Access

## Putting a System on Test

The LANVAC Web User Access Portal can be accessed by any computer or mobile device with internet access by typing in <https://lanvac.mobi/>

Enter your System Account Number in the Dealer Number field, and the password we supplied you.

From the Welcome page, you can either put the system on test, or change information about your account with the “View” button. To put the system on test, simply press “Put on test”, select the desired time from the dropdown menu, then click “Put on Test” in the bottom right corner.

BLANCHARD SECURITY INC.  
375-1434 IRONWOOD ST. V9W 5T5 250-914-0202

## Welcome Andy Kay

The site display that the system was successfully put on test and you're free to test your devices without alerting the monitoring station or the authorities. When you would like to take the system off of test, you can do so by clicking the stop test button that takes place of the “Put on Test” button.

**Stop Test**

## Account Information

If you click on “View” you can look at and edit all the information associated with your account.

“Traffic” will let you see the signals that have been sent from your alarm system, or who accessed your account.

“Account Details” will show you the address, phone numbers, email addresses, as well as any other information associated with your account. You cannot change these detail and will have to contact us to get them changed.

“Call List” will let you edit who gets called out and in which order when an alarm goes off.

“Zones” will display the list of zone number and the name of every zone stored in the system.

“Email Reports” lets you generate a report of signals sent to your email address for a given span of time.

“Service Call” will let you schedule service for your alarm, though it is recommended to call us at 250-914-0202 to have your alarm serviced.

“Live Email/SMS” Will let you receive live emails or text messages when there is an alarm or other signal on your account.



Traffic



Account Details



Call Lists



Zones



Email Reports



Service Call



Live Email/SMS

## Traffic

To view alarm activity, click “Traffic” and you will see a list of all information the alarm has sent to the monitoring station. In the example below the alarm sent a successful fire alarm signal while being on test.

>> SYSTEM ON-TEST >> ALARM ZONE:001(FIRE) AREA:1	FA0101	Tue 08-15-2023 15:24:55 PST
ALARM ZONE:001(FIRE) AREA:1	FA0101	Tue 08-15-2023 15:24:55 PST
SIGNAL COMING FROM M2M-B: Module:A05-1327145	BUFF42	Tue 08-15-2023 15:24:55 PST
[E-MAIL] >> tim@blanchardsecurity.com	-X0015	Tue 08-15-2023 15:24:18 PST
>> SYSTEM ON-TEST >> KEY-PAD HOLD-UP	PA0000	Tue 08-15-2023 15:24:17 PST
KEY-PAD HOLD-UP	PA0000	Tue 08-15-2023 15:24:17 PST

Other traffic that can be sent are Opening/Closings and Test Codes.

Opening and Closings are when a system is armed or disarmed, and Test Code signals are the daily “heartbeat” signal sent to the monitoring station to let us know that your alarm is still functioning.

Signals can also be filtered by day and by time by using the top bar.

TEST CODE GSM/IP	RP0000	Fri 09-22-2023 05:01:04
SIGNAL COMING FROM GSM:089302720403010471729-000	BUFF01	Fri 09-22-2023 05:01:04
OPENING USER:005 AREA:1 [Ted Mountian]	OP0501	Fri 09-22-2023 01:11:12
SIGNAL COMING FROM GSM:089302720403010471729-000	BUFF01	Fri 09-22-2023 01:11:12
CLOSING USER:005 AREA:1 [Ted Mountian]	CL0501	Fri 09-22-2023 00:33:14

Signals are color coded by their type.

**EVENTS** - These signals are events sent by the alarm, such as alarms or arming/disarming.

**RESTORALS** - These are alarm zones or troubles that have cleared.

**META** - These are information about the signal immediately after it.

**INTERNAL** - These are events related to internal LANVAC procedures

**HANDLING** - These are actions taken by the monitoring station who are dealing with alarms.














**COMMENT** - These are comments left by monitoring operators who are handling alarms.

**PHONE CALL** - These indicate when a phonecall was made by an operator.



**RESOLUTION** - These are the outcome of the signal being handled.


## Call Lists

The “Call List” is used to tell the monitoring station who to call when they get alarm or trouble signals. LANVAC will start at the top of the list and work their way down until they reach someone who can either clear a false alarm or let the monitoring station know that they have acknowledged it. If nobody can be reached the monitoring station will call the appropriate authorities for the signal they receive.

Call List 1		Add User To List 		
<b>ADD FROM &gt;&gt; # police, fireman and ambulance</b>				
 No Notes For This Call List				
User Name	Password	Contact Name	Telephone #	Note
				 
E1		Blanchard security	250-914-0202	EX7 - Mobile guard
				 
E2		Marc Blanchard	██████████	
				 
E3		Andy Kirkpatrick	██████████	Tech
				 
				 
POL		POLICE DEP.	1-250-897-3701	Campbell River - Bc
				 
POL		FIRE DEP.	1-250-286-3287	Campbell River - Bc

You may add new users to the list by clicking “Add Users To List.” While this may seem obvious, be careful not to confuse it with the “Add New Call List.”

To edit a contact, you can click the  icon next to the contact, or  to delete them.

When you have clicked on the  icon you can edit the details of the contact.

Users designated with an E, such as the one on the right, they are considered an Emergency Contact.

Otherwise, Users with a user number are to tell the monitoring company who armed or disarmed the panel

Password is the 4- or 6-digit password used in the panel. Be aware that this password is for your reference purposes only and any codes that are entered into this field are **NOT** added to the alarm system. Refer to the manual for instructions on how to add and remove codes.

Phone Number is the number the agent will call in the event of an alarm.

Note can be used to store unique passwords if you would like to have unique passwords per person.

The special note field is typically left blank. In some sensitive cases this could be used for duress passwords or special instructions on how to handle a procedure unique to that site.

You may also set a schedule for your contact, such as an on-call manager who handles after-hours emergency calls. Note that if you set a schedule, the contact will not be visible in any way to the agent handling the signals outside of the period.

You may use “Insert empty rows” to give yourself more space to work with.

**Edit Emergency List/Users** ✕

<b>User</b>	<b>Password</b>
<input type="text" value="E1"/>	<input type="text"/>
<b>Name</b>	<b>Number</b>
<input type="text" value="Blanchard security"/>	<input type="text" value="250-914-0202"/>
<b>Note</b>	
<input type="text" value="EX7 - Mobile guard"/>	
<b>Special Note</b>	
<input checked="" type="checkbox"/> <b>All Week</b> <input checked="" type="checkbox"/> <b>Monday</b> <input checked="" type="checkbox"/> <b>Tuesday</b> <input checked="" type="checkbox"/> <b>Wednesday</b> <input checked="" type="checkbox"/> <b>Thursday</b> <input checked="" type="checkbox"/> <b>Friday</b> <input checked="" type="checkbox"/> <b>Saturday</b> <input checked="" type="checkbox"/> <b>Sunday</b>	
<input checked="" type="radio"/> <b>All Day</b> <input type="radio"/> <b>Specific Time</b>	
<input type="text" value="00:00"/> <input type="text" value="00:00"/> <span style="color: red;">Account Timezone PST</span>	
<input type="button" value="-"/> <input type="button" value="Insert"/> <input type="text" value="1"/> <input type="button" value="empty lines after"/> <input type="button" value="+"/>	
<input type="button" value="Insert empty rows"/> <input type="button" value="Update"/>	

## Reports and Live Email

If you would like to receive a report of past alarm signals, you can use the “Email Reports” feature.

**Email Reports**

All Events By Range  
  Open/Close Events By Range  
  Modification

Start Date       
 End Date

Your Email      
  Custom Email

**Request Email**

Simply enter a date range and enter your email address. If you are only interested in who armed and disarmed the system you can select “Open/Close Events by Range.” The alarm system will only report the user number to the monitoring station. If you have a user number set up in the call list, the corresponding user will be displayed with the signal.

If you would like to get email notifications as the events are happening, you can use the “Live Email/SMS” function. This can be used for live testing of intrusion devices, smoke detectors or panic buttons. After you have put a system on test you can trigger devices and get emails confirming if the device was recognized by the monitoring station.

Click on the Live Email/SMS, add your email address, then click ok.

The system supports SMS texts to phone numbers, but this is not supported by all carriers and results may vary.

**Live Email/SMS** ✕

**Report Type**

**Email or Phone number** +

-

TEST LIVE EMAIL
Cancel
OK

*Please note that support for your carrier is not managed by Blanchard Security or LANVAC and neither company is able make any adjustments if texts are not being delivered. Please contact your phone carrier. Notifications are a function of LANVAC's monitoring service, not your alarm. As such, notifications will not be delivered via email or SMS when an account is cancelled.*