

SIEMENS

Cerberus Portal

OPERATE YOUR BUILDINGS FROM
ANYWHERE, AT ANY TIME.

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Microsoft_Test

Events

Detector 5714/4	09:54
Warehouse 1st floor, corridor east No.4	
Test activation	
Detector 5714/3	09:53
Warehouse 1st floor, corridor east No.3	
Test activation	
Detector 5714/2	09:51
Warehouse 1st floor, corridor east No.2	
Test activation	
Detector 5336/1	09:49
Warehouse 1st floor, corridor east No.1	
Test activation	

Add comment

Reply to this

Cerberus Cloud Apps

Cerberus Pro Demo System.fsc - FX57212

File Edit View Commissioning Update Options Help

Hardware Detection Control Operation Network Cerberus-Remote

Hardware

Site | Cerberus Pro Demo System

- 1:FC922
 - 1:Periphery board (FCI2016)
 - 2:C-NET card | C-NET card
 - 4:Communication interfaces
 - 7:Power supply | Power supp
 - 8:Ethernet interface | Ether
 - 101:CPU (FCC2001/06) | CPU

New element New panel

Type: FC922 Template: Alarming pre-configured Amount: 1 Add

Standalone panel SAFEDLINK panel Ethernet panel Create default sub-net

Table (0/6)

Module address	Dialer group	Element	Customer text
1	0	Periphery board (FCI2016)	Periphery board (FCI2016)
2	0	C-NET card	C-NET card
4	0	Communication interfaces	Communication interfaces
7	0	Power supply	Power supply superv. & batt.charger
8	0	Ethernet interface	Ethernet interface
101	0	CPU (FCC2001/06)	CPU (FCC2001/06)
		LED module (FTO2008) , LED ...	

1:FC922

Overview Details BACnet Notification Class element Cerberus-Remote Events Intervention Buzzer Operation

General parameters

Panel address 1 Customer text

Site | Cerberus Pro Demo System\ 1:FC922

Site | Cerberus Pro Demo System\ 1:FC922

Causes\ 1:FC922/Event 'RT'

Causes priority 1 (high)\ 1:FC922/Event

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Agenda

Remote Connectivity with
Cerberus Cloud Apps

Cerberus Portal

Cerberus Test App

Cerberus Tunnel

Connect X-300 Cloud Gateway

Q&A

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Cerberus Cloud Apps

Remote Connectivity with
Cerberus Cloud Apps

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Connect X-300 Cloud Gateway

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Cerberus Cloud Apps

24/7 connectivity to access anytime
and anywhere from a web browser

View and filter historical
events from each site

Email and text notification of
system events

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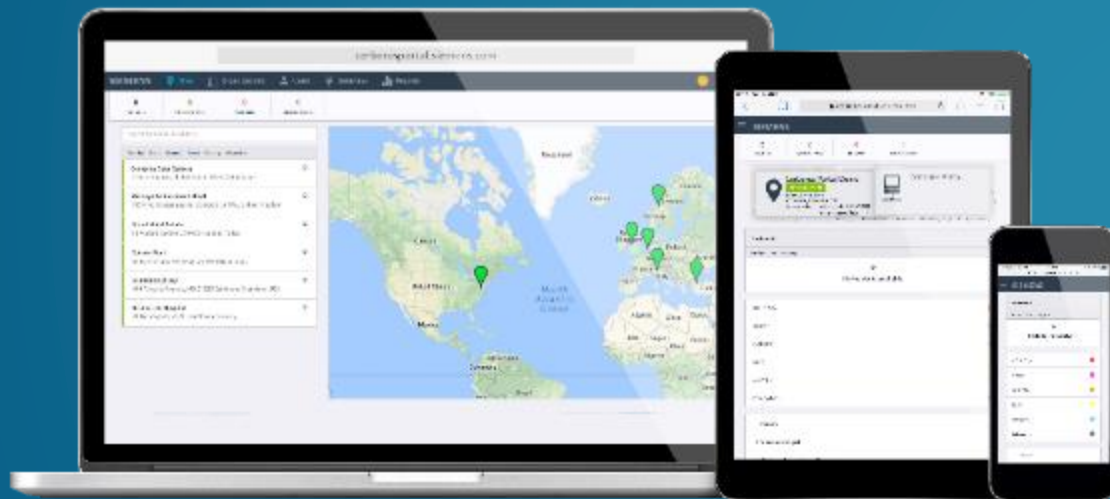


Cerberus Portal

Your best way to efficiency.



Cerberus Portal



24/7 connectivity to access anytime
and anywhere from a web browser

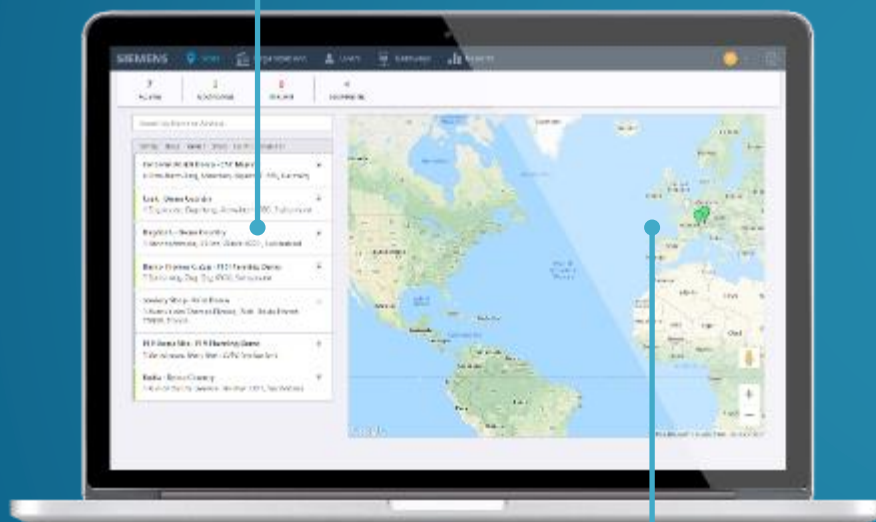
View and filter historical
events from each site

Email and text notification of
system events



Cerberus Portal

Live data about fire safety
systems' locations and
status



Global building map

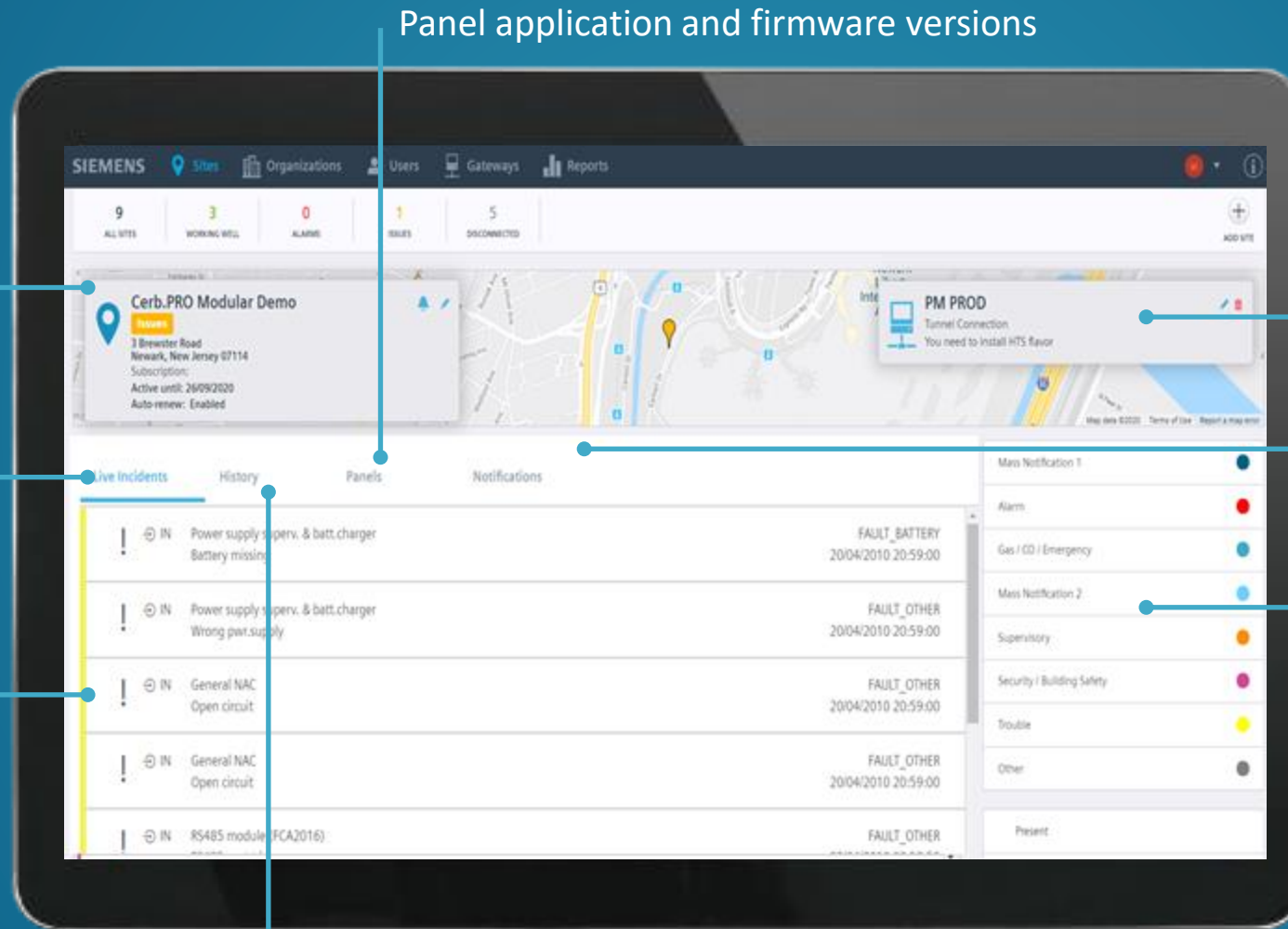
Simple overview of all
connected sites in one place

Monitor all fire safety
sites in real-time

Immediate status of all
system issues



Cerberus Portal



Panel application and firmware versions

Site Details

Live event details
per site

Event Information

- Acknowledge
- Status
- Event Type
- Customer Text
- IN/OUT Status
- Date/Time
- Device address

Cerberus Tunnel Access

Email / Text Notification

Color coded legend
+ event filter

Detailed event history
to check site past events before
going to the site



“With Cerberus Portal I have an easy overview and access to my customers’ fire safety sites. I reduce travel costs and increasing my service efficiency.”

– CEO of a Fire Solution company



Cerberus Test

Detector testing made easy.



Cerberus Test App

Efficient Detector Testing



Detector testing has never been easier

Utilize the power of the Cloud to make detector testing easier and more efficient.



Detector text feedback

Within seconds, the service technician gets the fire control panel feedback on the alarm message shown during testing, in order to verify that the correct text is programmed.



Text to speech

To ease testing (free hands), fire control panel feedback is done via headphone and text to speech technology.

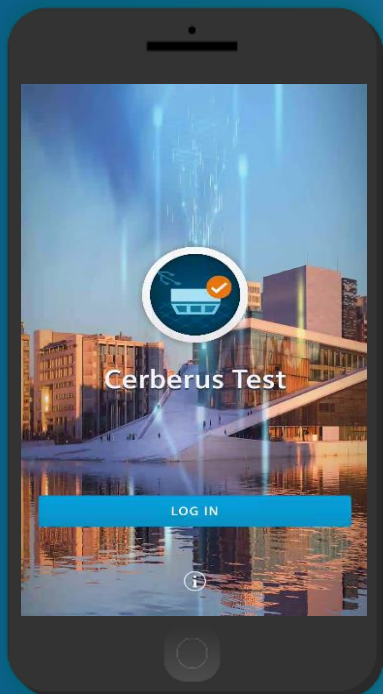


Live status view

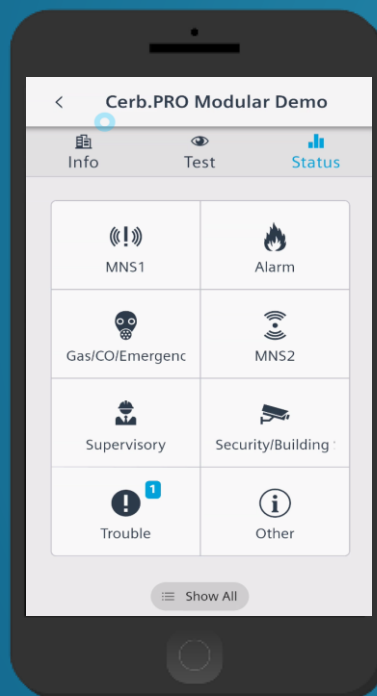
In Status view, service technicians can quickly check the events currently present on the site, e.g. in order to verify that everything is up and running or make a quick first diagnosis in case of troubles.

Cerberus Test App

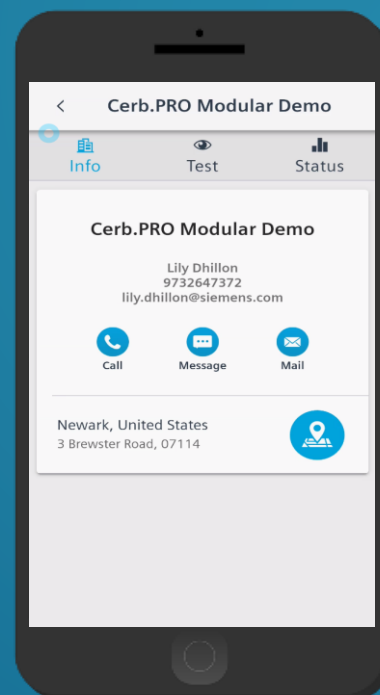
Efficient Detector Testing



Cerberus Portal
login credentials



Site Status



Site Info

A native iOS and Android App for smartphones or tablets help to ease service testing work

Allows for a one person walk-test

Handsfree text to speech functionality

Create and email basic test reports

Displays panel's current or walk-test events on App

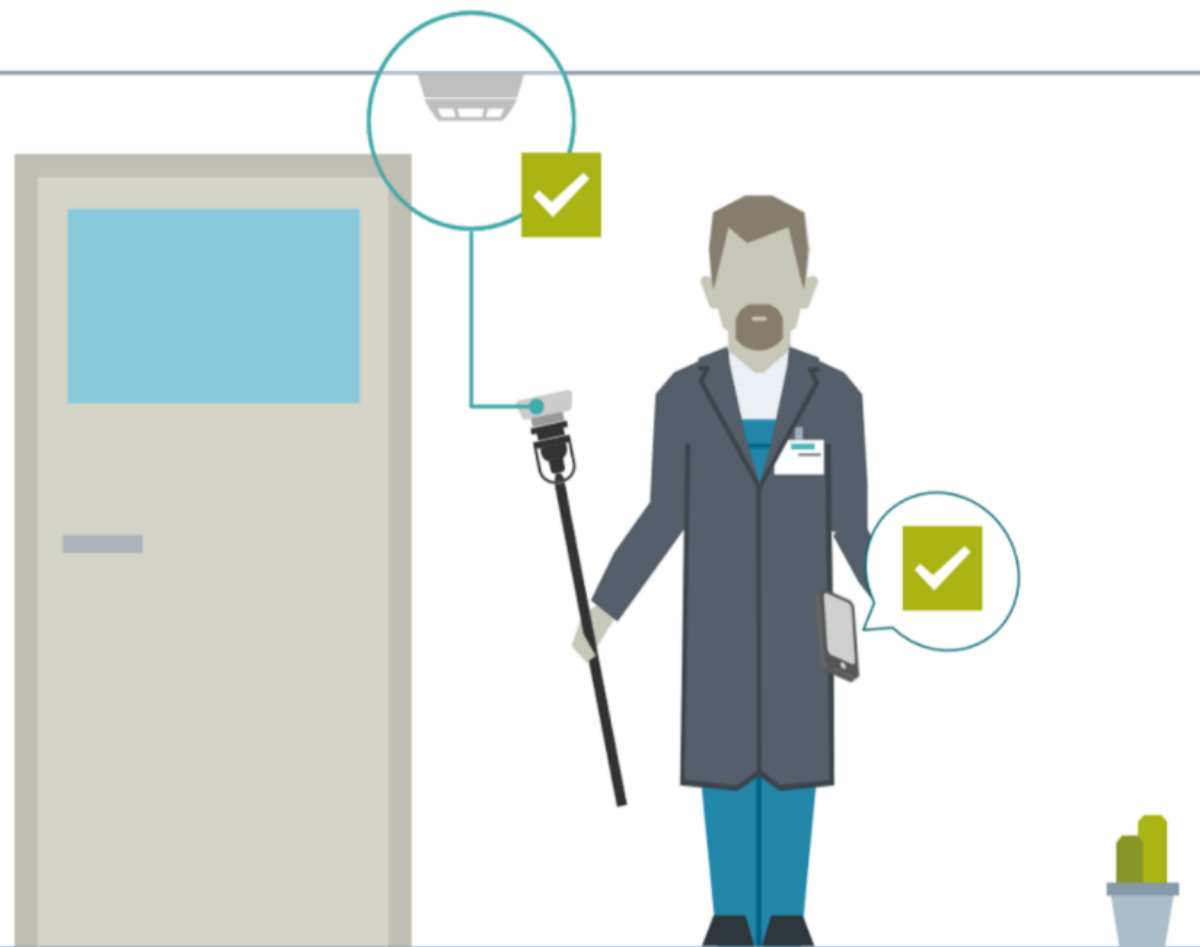
Receives sites' status and details in real-time

Site contact name, phone number and location, using maps to assess distance to site



**“With Cerberus Test I can reduce
the manual work and provide a
reliable report to my customer.”**

– Service engineer



Cerberus Tunnel

Reach every panel remotely



Cerberus Tunnel

Reach Every Panel Remotely



With Cerberus Tunnel, you can directly connect to any Cloud-connected fire control panel. No need to drive to the location. Resolve customer issues remotely. And everything is connected with an encrypted connection. Ensuring the safety of your data at all times.



Cerberus Remote

Use our Cerberus Remote tool as if you are connected directly via an ethernet cable



Configuration file access

Remotely access the configuration file of all fire control panels on the C-Web network for remote configuration and trouble shooting



Remote customer advice

In case of a customer call, you can remotely advise your customers on how to proceed

Display a virtual PMI of the Cerberus PRO panel using the Cerberus Remote



Remotely access the fire configuration file using the Cerberus Engineering Tool

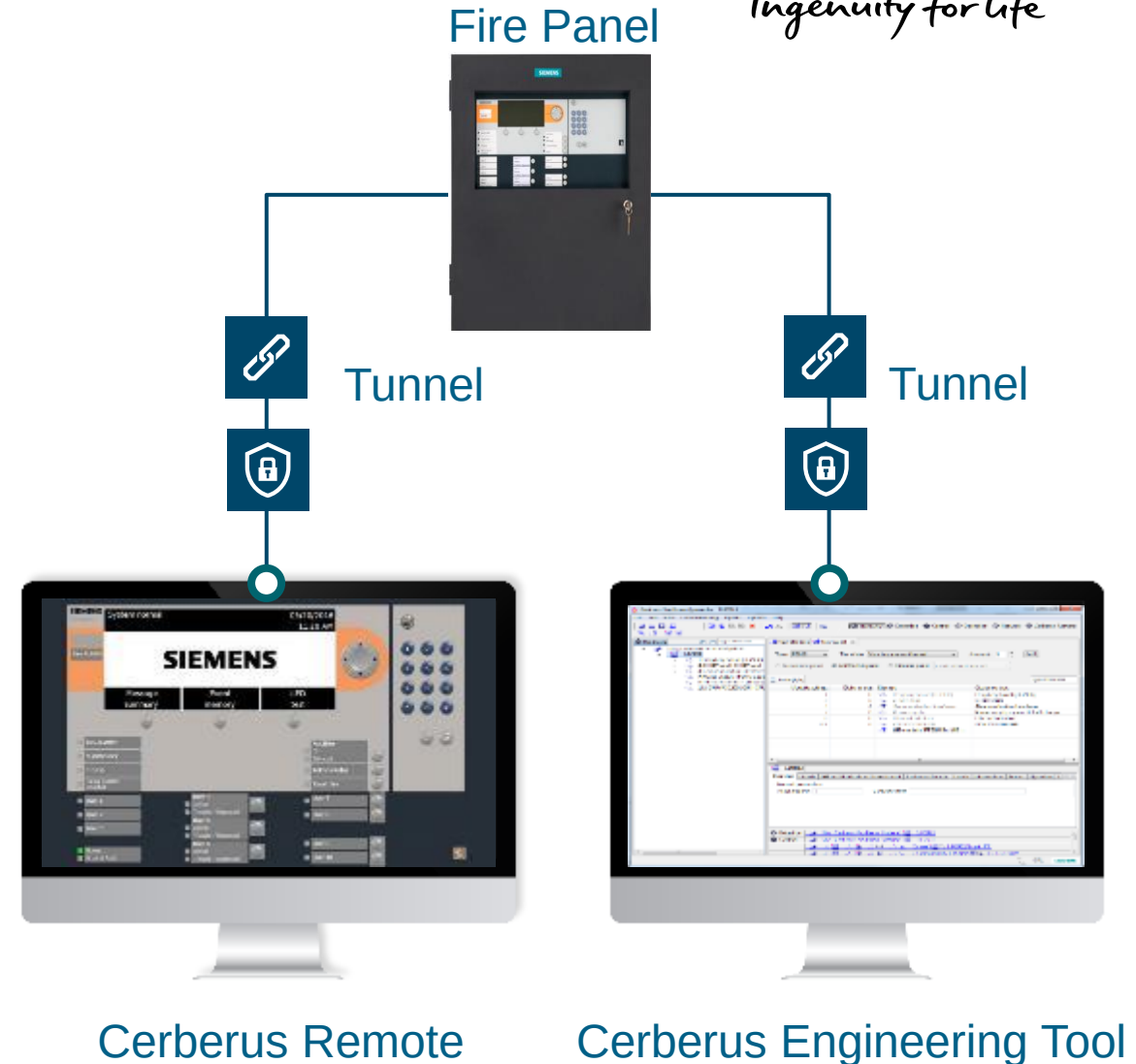


Remotely advise end users on how to proceed or provide remote panel diagnostics and software updates



Note: Remote update of configuration to a panel requires an authorized person at the panel at site

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**“With Cerberus Tunnel I can
remotely access my fire safety
sites and fix issues without
having to be on-site.”**

– Fire Service engineer



How does it work?



How it works

Connecting the systems to Cloud Apps



Connect X300

Secure gateway to connect Cerberus PRO panels to the cloud



Ethernet and 3G/4G connectivity



Connects to Compact + Modular panels



UL/ULC listed as ancillary

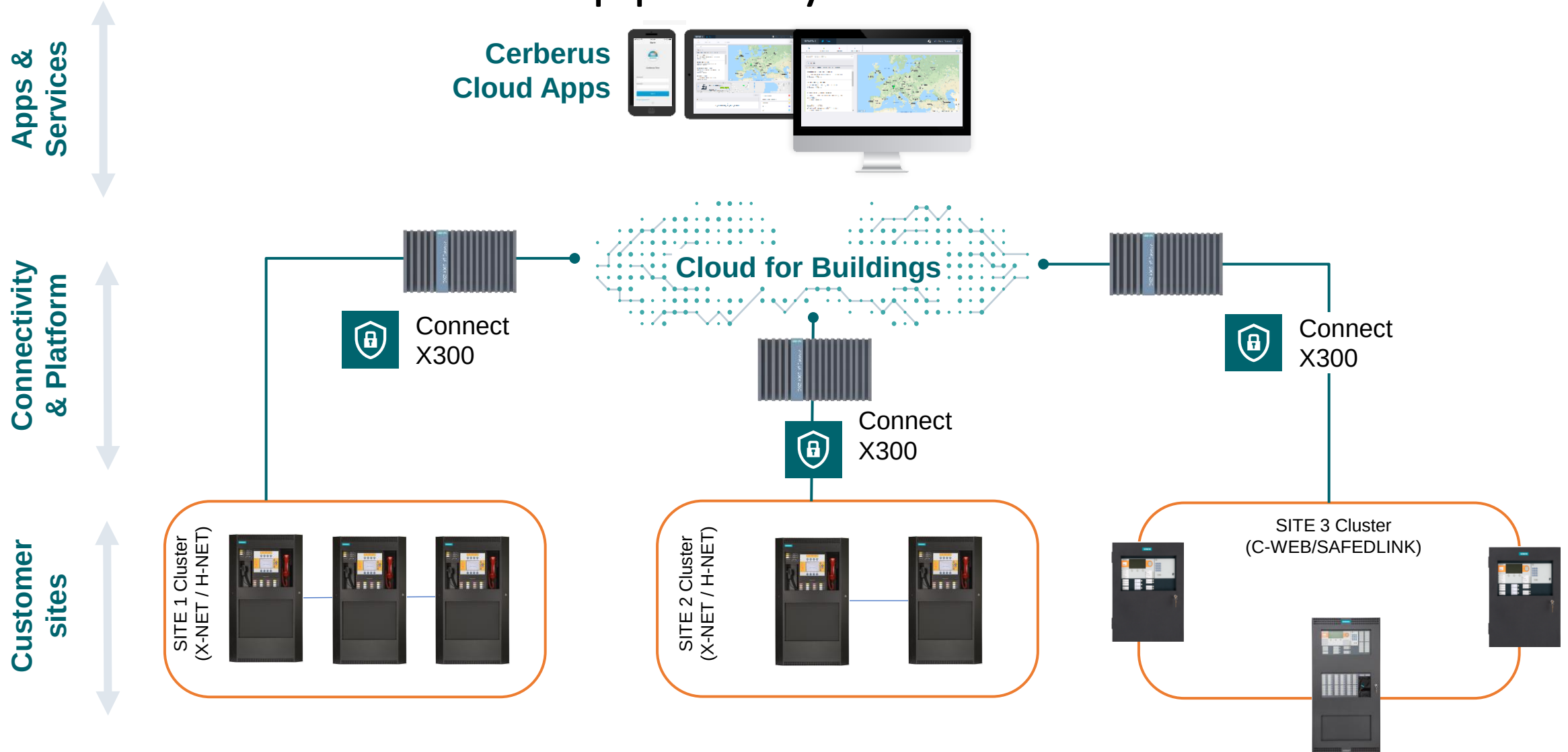


Easy Commissioning via UI



Secure, encrypted remote access with built in firewall

Cerberus Cloud Apps - System architecture



url: cerberusportal.siemens.com

login: cca.demo.customer@gmail.com

password: Cerberus1212



Cerberus Cloud Apps Benefits

System Transparency

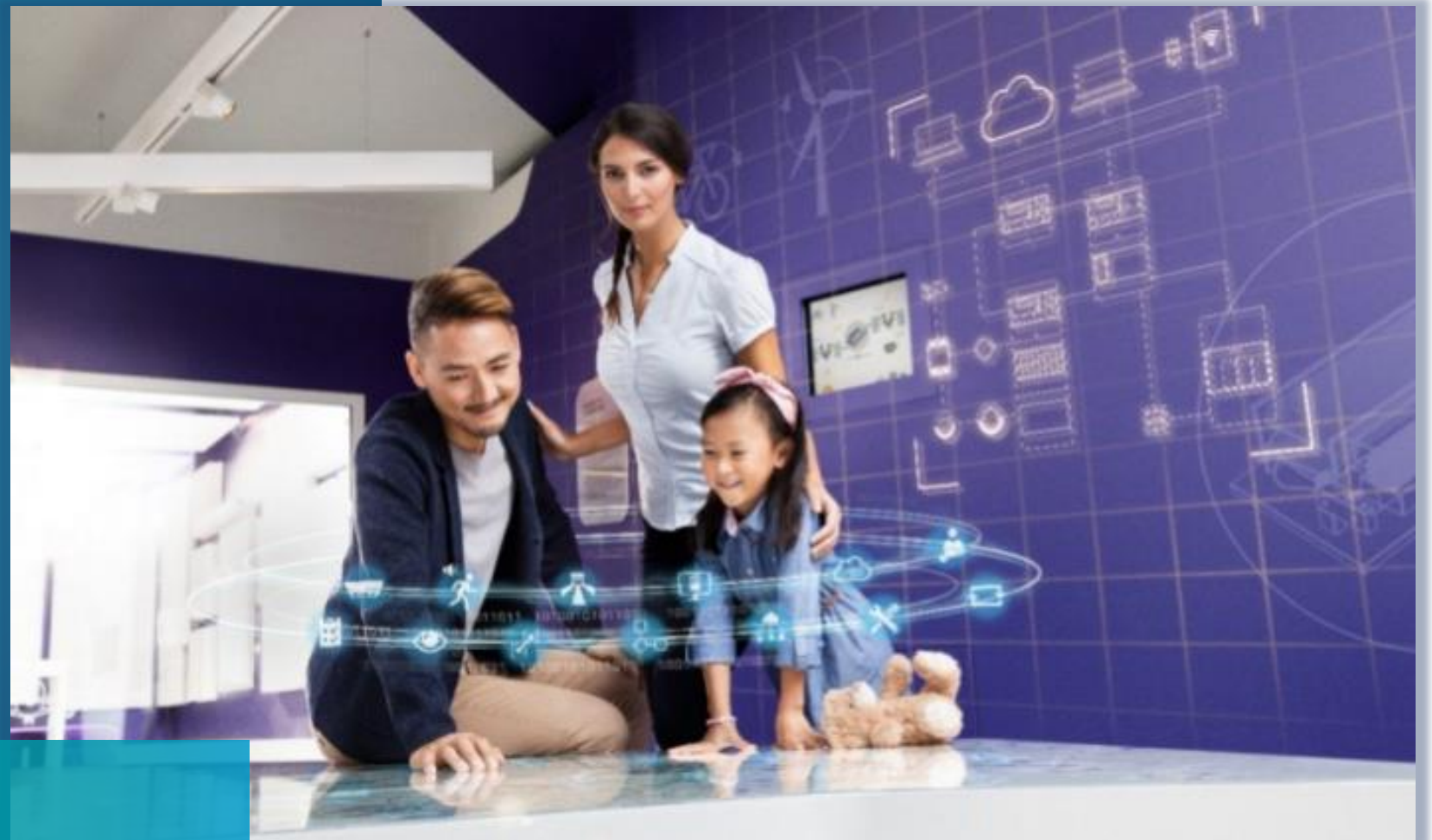
- Instant system status notifications and details
- Remote operational support
- Confirmation of service visit needs

Improved Service Provider Response

- Remote system diagnostics
- Reduce site visit travel time
- Efficient system testing and repair capabilities

Owner & Operator

- Enhanced system operation and business continuity
- Access to system history and ITM data
- Remote connectivity without IT infrastructure changes



Questions?

FAQs

What does the VAP get with the Cerberus Portal?

- All panel real time incidents like alarms, troubles, supervisory
- System overview of connected sites on a map
- The ability to use Cerberus remote viewer and Engineering tool remotely*
- Manage all organizations, gateways, users, roles, subscriptions
- Offer end-customers access for overview to their fire systems
- SMS and email notification when incidents occur
- Event history stored on the cloud
- Predictive Maintenance*
- State of the art cyber security and data protection mechanisms

What value does this solution bring to the VAP company?

- Cost saving, less traveling, increased efficiency, better use of skilled engineers
- Better end-customer satisfaction (faster issue fixing, proactive issue handling)
- New business models (remote fixing charging, performance base contracts)
- Offer connectivity to end-customer to win maintenance contracts

FAQs

How much time and cost does a VAP save in percentage?

- Serve 10% more customers without employee increase
- 40% faster in testing detectors (using the Cerberus Test app)
- Save up to 80% of traveling time
- Save at least 1 on-site trip per year

What is the subscription concept?

- The subscription gives access to the Cerberus Cloud Apps: Cerberus Portal, Cerberus Test, Cerberus Tunnel*
- Every connected panel needs a yearly subscription to use the Cerberus Cloud Apps
- The subscription price is per panel installed on a site and paid yearly
- The Connect X300 and mounting hardware is a one-time fee that is paid upfront.

How is the user structure built?

- The Cerberus Portal has an admin per partner location that creates organizations
- Users are then created and invited to the organization with specific user rights

FAQs

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How does a VAP order the solution?

- Use the self serve website to onboard onto Cerberus Cloud Apps
 - VAPs need to sign contractual agreements that can be accessed from website
 - VAPs will then receive instructions to setup sites and payment options
 - VAPs can manage their subscription by adding new sites, modifying existing sites or cancelling subscriptions through the self-serve website
- The X300 can be ordered through iMall or customer service.

What are the benefits of a web portal like the Cerberus Portal?

- Web portal is available anywhere at any time from any device that has a web browser (it's not tied to a specific laptop)
- The Web portal is always up to date
- Web portal can be used by multiple users at the same time

FAQs

What is the difference to the current connectivity solutions?

- The Cerberus Cloud Apps coupled with the Connect X300 gateway are easy to install and commission
- The Connect X300 gateway provides both Cellular connectivity and through a building's network
- Mobile Apps helps reduce service cost and see status of systems in real-time

What is the difference between Cerberus Connect X300, FG2004 and CGW?

- There is no difference, all names describe the same gateway product
- The Connect X300 is the commercial name
- CGW is the technical name used in the Zeus configuration tool
- FG2004 is the technical name used in the Cerberus PRO Compact engineering tool

What additional hardware parts is needed to install the system?

- Enclosure (ENCL-01 or PAB-ENCL) with adapter plates
- Optional Power Supply (FP2011) if not using the AUX power on panels
- Ethernet Cable for connecting to a building LAN or,
- Cellular Connectivity:
 - 4G USB modem (ie: MF864 AT&T or equiv.) or 4G router (ie: TP Link)
 - SIM card (with data plan)
 - External Antenna (RFMAX or Equivalent)

FAQs

Can the Cerberus Cloud Apps be used as alarm transmission device?

- No, the Cerberus Cloud Apps are designed to ease the work of the VAPs. It cannot be used as an alarm transmission device alert the fire department or central monitoring stations. A separate dialer module is required for communication with the central monitoring station.

Are on-site visits still necessary?

- Yes, the Cerberus Cloud Apps remote tools are used to trouble shoot issues faster and increase customer satisfaction. The yearly on-site detector testing is still required, but is made easier with the new Cerberus Test App.

How secure is the Cerberus Cloud Apps offering against hacker attacks?

- Siemens clouds team is very aware of the cyber security threats and implemented the best security mechanisms in their knowledge to counter potential cyber attacks.
- A hardening guideline is created to show how to securely connect the panel network
- A Cybersecurity whitepaper will be available on the Cloud Apps Firepartners site that can be shared with your customers

FAQs

How much historical data (incidents and events) can be retrieved from the Cerberus Portal

- From the time the site is connected, all historical data is stored in the cloud
- All historical data can be retrieved from the cloud and exported to a csv file
- It is also possible to retrieve historical data in the panel remotely*

What happens if I have no internet connection?

- The gateway and site will display as offline (disconnected) in the Cerberus Portal
- The gateway will buffer the incidents of the panel and deliver them once back online

Which versions of Cerberus PRO panels are compatible with the Cerberus Portal?

- Cerberus PRO Modular panels with customer's fire panel updated to 14.03 or 9.0.0.R1 greater.
- Cerberus PRO Compact with customer's fire panel updated to MP3.0 or greater.

FAQs

Can the Cerberus Connect X300 gateway be installed in the panel?

- No, for approval reasons, the Connect X300 gateway cannot be installed in the panel
- The gateway is listed for UL/ULC as ancillary so it needs to be mounted on the wall next to the panel in either the ENCL-01 or PAB-ENCL

Can the power supply needed for the gateway be taken from the panel?

- Yes, the power can be obtained from the power limited AUX power from the Cerberus PRO fire panel using the ENCL-01
- Power can be optionally obtained from an external power source (i.e.: PAD-4, FP2011-U1) where it is recommended to use the PAB-ENC.

Which browsers are supported to use the Cerberus Portal?

- Chrome is the only officially supported browser
- Firefox, Edge (former Internet Explorer) and Safari may work properly but are not officially supported

FAQs

Which Android and iOS operating systems versions are supported for the Cerberus Test app?

- Latest Android OS version and 2 previous versions (Android 9, 8, 7)
- Latest iOS version and 2 previous versions

Which Chrome Browser versions are supported?

- Latest version and 2 previous versions

Does the Cerberus Portal work on Mac OS, Windows and Linux?

- Yes, the Cerberus Portal is a web portal and therefore runs on any operating system with a browser.
- Chrome browser is the only officially supported one

FAQs

Does the Cerberus Connect X300 gateway need to be connected to the end-customer network?

- No, the gateway can be also be optionally connected to a 4G internet router
- During the commissioning phase of the gateway, it is advised to do it-house using IP connectivity in a VAP's network instead of at the customer's location to speed up the process and avoid unnecessary use of 4G data (especially during initial gateway firmware update: approx.400 MB)

How complex is the commissioning process?

- Installation guideline videos and PDF instructions are provided on Firepartners
- Siemens goal is to have the installation process as simple as possible

Is it possible to do a gateway connection check (signal strength test) ?

- It is possible to see if the gateway receives proper internet connection from the local Connect X300 user interface
- The first two green LEDs are steady and the 3rd orange LED should be blinking if internet connectivity is working
- Some internet routers have a signal strength indication

FAQs

Do we need to consider gateway heat issues?

- No, the Connect X300 is equipped with a specially designed case to evacuate properly heat

How much data volume is necessary (data plan) ?

- During commissioning phase, approx. 400 MB are required
- Once the Cerberus Portal up and running, maximum 30 MB per day is used

Does Siemens sell data to 3rd parties?

- No data is sent to 3rd parties.
- The data received from the panels is used for the purposes of the Cerberus Cloud Apps