



Recommended Routine Maintenance Schedule for VOLO

Below are the areas and tasks that we believe should be followed in order to ensure that your VOLO solution is maintained to the optimum level.

Frequency – Weekly/Monthly

The VOLO portal should be checked weekly/monthly to ensure that there are no conflicts building up within the following areas, Customer, Site, Controller or Door.

Conflicts are indicated on the VOLO Portal by the Green and Red arrows colliding within the “Has Conflicts” column. (Shown below)

The screenshot shows the VOLO portal interface. The main content area displays a table of sites for 'St Johns Ambulance'. The table has columns for Name, Geo. Time Zone, Site Code, Has Conflicts, Details, Events, Controllers, Doors, Delete, and Notifications. The 'Has Conflicts' column for the 'Bridgwater' site contains a red and green arrow icon, which is circled in red. The other sites in the table do not have conflict icons.

Name	Geo. Time Zone	Site Code	Has Conflicts	Details	Events	Controllers	Doors	Delete	Notifications
Barnet	GMT Standard Time	G024							
Bridgwater	GMT Standard Time	H0420							
Colchester	GMT Standard Time	H0378							
E - Bicester, Telford Rd	GMT Standard Time	G007							
E - Chelmsford, Fox Crescent	GMT Standard Time	H0365							
E - Chelmsford, Fox Crescent - CD Safe	GMT Standard Time	G060							
E - Derby, Trinity St	GMT Standard Time	G013							
E - Grays, London Rd	GMT Standard Time	G022							
E - Newark, Telford Dr	GMT Standard Time	H0291							

Managing and keeping each site conflict free ensures that your VOLO system will not slow down or experience any blocking of commands or events that can occur if conflicts are left unresolved.

Your VOLO estate should also be checked at the VOLO dashboard to ensure that no sites are reporting any of the below. All areas of concern/action required are marked with a yellow exclamation mark. (Shown below)

1. Offline Devices – Indicates a Master controller that is no longer in communication with the Cloud – Possible cause is a loss of connection via GSM/GPRS or Network, Power Failure etc.
2. Out of Date Devices – Indicates any devices that is not running the latest firmware.
3. Deactivated Devices – Indicates any Master controller that no longer has an active license.
4. Devices in Lock Down – Indicates any devices that has been placed into a remote lock down to prevent use of the system.

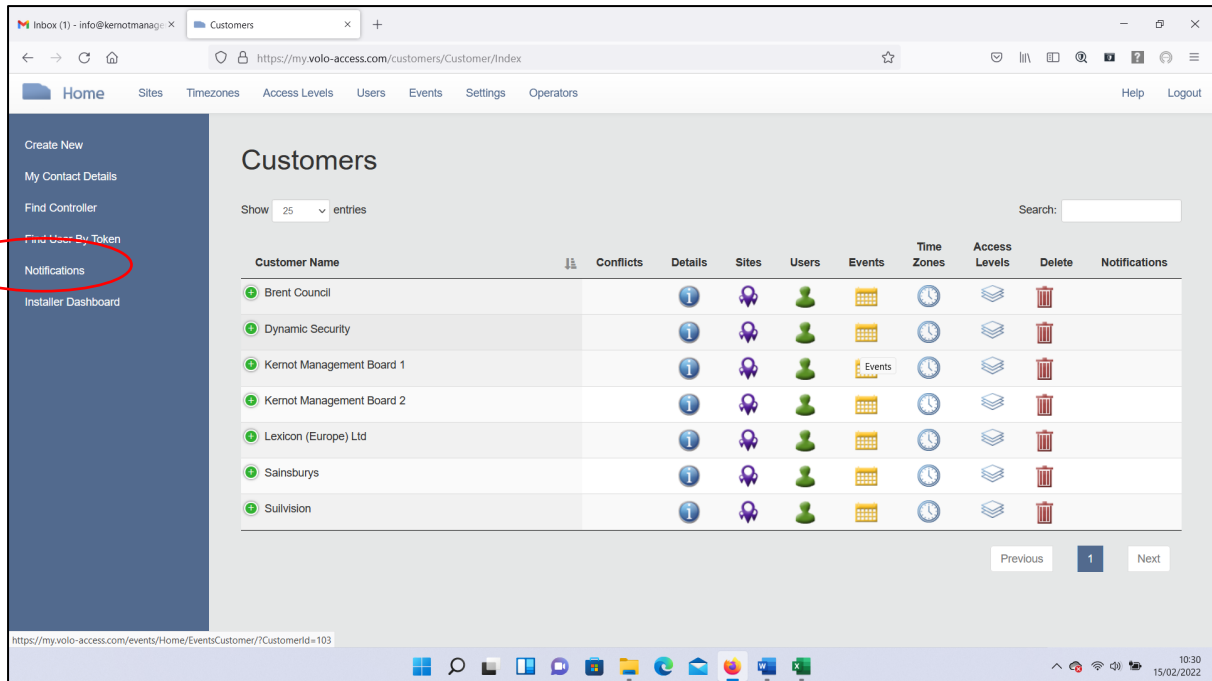
The screenshot shows a web browser window displaying the VOLO Installer Dashboard. The dashboard is titled "Dashboard" and includes a navigation menu on the left with options like "Manage Customers", "View All Events", "Licence Portal", and "CCTV". The main content area displays system metrics in three columns: "General", "Devices", and "Users".

Category	Metric	Value
General	Number of Customers:	1
	Number of Sites:	65
	Number of Devices:	105
	Number of Masters:	70
	Number of Slaves:	35
	Latest Master Firmware:	3.13.4
Devices	Offline Devices:	1
	Out of Date Devices:	0
	Deactivated Devices:	0
	Devices in Lock Down:	0
Users	Number of Users:	2221
	Barred Users:	67
	Lost Tokens:	19

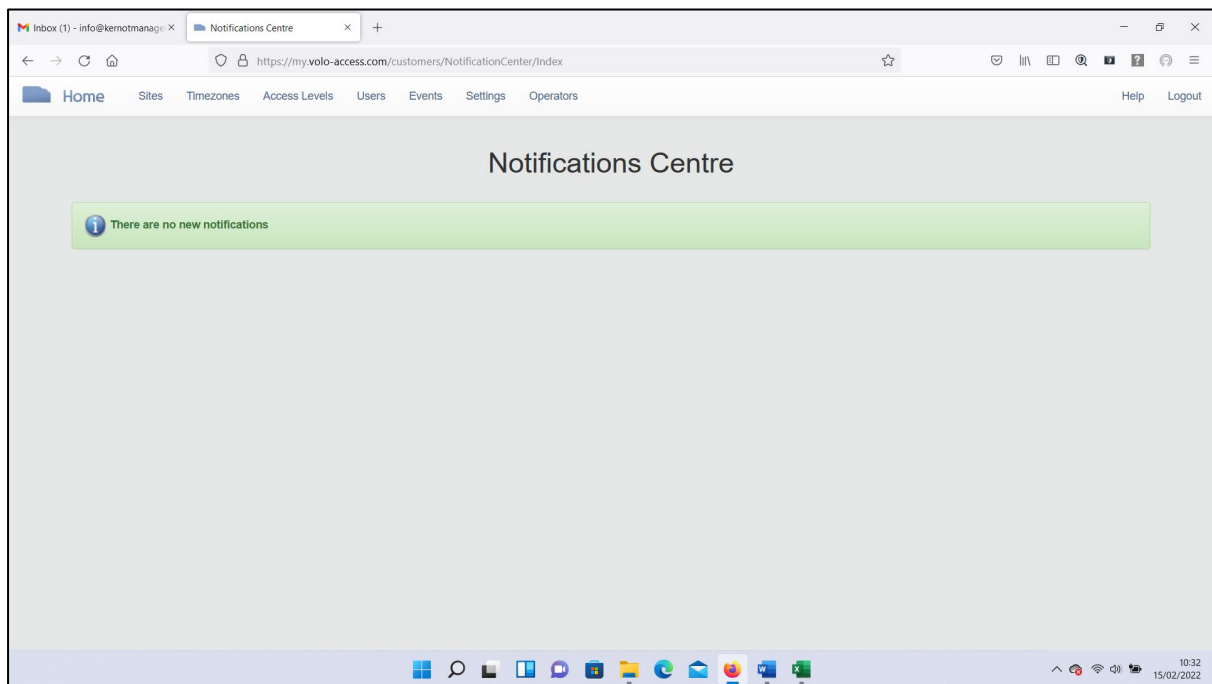
The "Offline Devices" metric in the "Devices" section is circled in red, indicating a warning. The dashboard also includes a welcome message and instructions for using the various management tools.

Frequency – Quarterly

Notifications – These are accessed from the left hand toolbar as shown below:



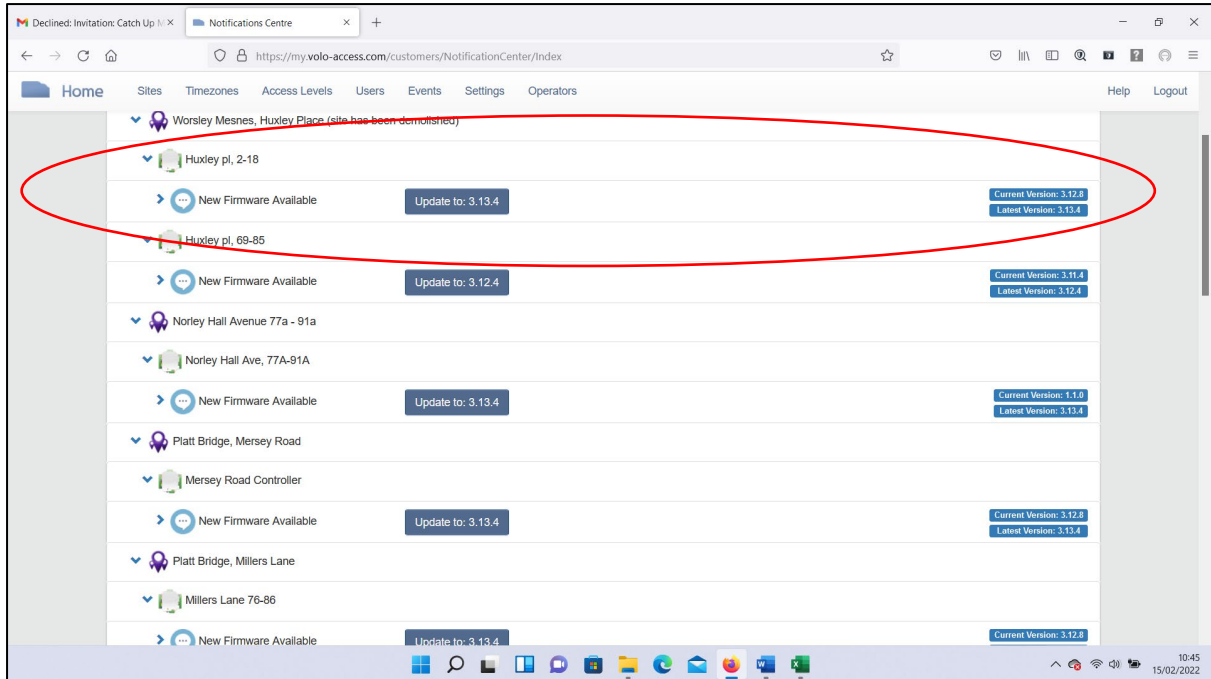
From the above link you will be directed to the Notifications centre as below



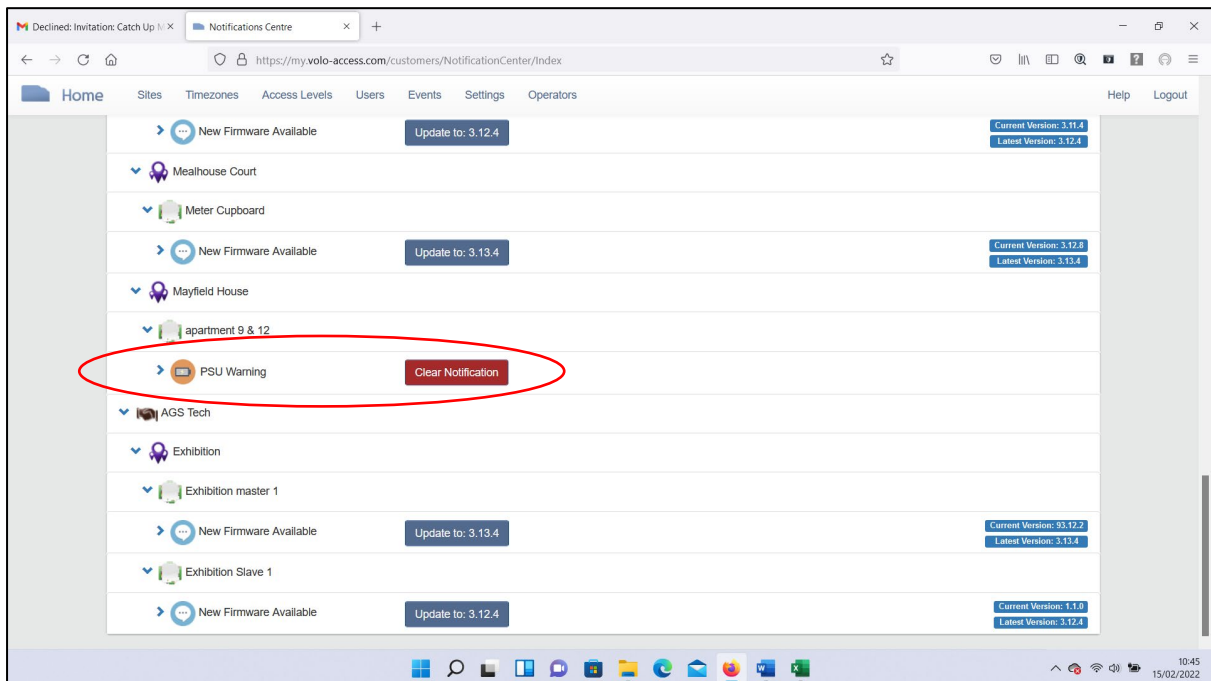
If there any notifications to be actioned they will be listed in the Notifications Centre

The notifications that may be here could be:

Firmware updates notifications – these need to be checked and updated where required.



PSU Fail – Check there have been no power outages (These should be checked more regularly – Daily/Weekly)



Operator Logs

Export the operator logs on a quarterly basis to review and identify any potential suspicious activity/actions.

Frequency – 6 monthly

A physical check of all hardware (ACU's, readers, batteries and locking equipment) should be undertaken to look for any visible signs of damage, leaks, potential corrosion, or any other visible issues.

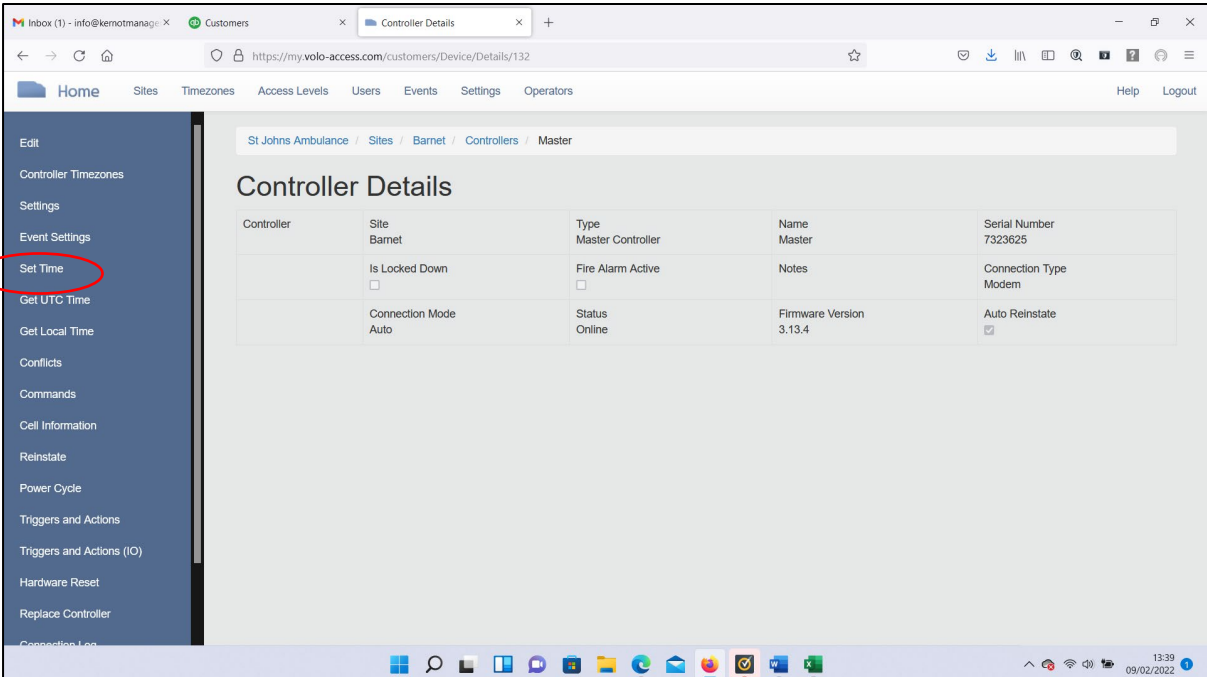
At this time we also recommend the readers be wiped clean with a damp cloth.

By undertaking this visual check you can identify any potential issue that may arise and address this prior to the system operating incorrectly.

Frequency – Yearly

We recommend that at the start of each calendar year, every VOLO controller has a set time command sent from the portal. This ensures that there has been no slippage on the controller times which may prevent events/features such as daylight savings time from functioning correctly.

This is achieved via the Set time command on the left hand toolbar from the Controller Details page.



The screenshot displays the VOLO Access portal interface. The browser address bar shows the URL <https://my.volo-access.com/customers/Device/Details/132>. The navigation menu includes Home, Sites, Timezones, Access Levels, Users, Events, Settings, and Operators. The left-hand toolbar contains various actions, with 'Set Time' highlighted by a red circle. The main content area shows the 'Controller Details' for a 'Master' controller at the 'Barnet' site. The details are as follows:

Controller	Site	Type	Name	Serial Number
	Barnet	Master Controller	Master	7323625
	Is Locked Down	Fire Alarm Active	Notes	Connection Type
	<input type="checkbox"/>	<input type="checkbox"/>		Modem
	Connection Mode	Status	Firmware Version	Auto Reinstate
	Auto	Online	3.13.4	<input checked="" type="checkbox"/>

We also recommend that the following areas be reviewed annually to check that you are working with the correct levels of data within your VOLO solution:

1. Users – Run an unused token report to identify which users are no longer active to allow cleansing of user data.
2. Review of Access Levels and Time zones to ensure these still offer the correct access rights in line with the premises usage.
3. Review of Operators and the rights assigned to each Operator to ensure this is still correct and relevant for the site/premises and customers.
4. Review Scheduled Reports to ensure all reports are still required and that all recipients are still valid.
5. Holidays/Time Profiles to ensure that all set holiday and time profiles are still correct and assigned to the correct doors.

The above points are our recommendations only in achieving the maximum and optimum performance from your VOLO solution.

If you have any queries in relation to these points, please do not hesitate to contact
our team on 01895 292200.